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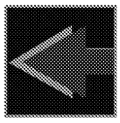

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Introduction

Introduction to the Horizon System User Guide

The booklets in the Horizon System User Guide (the Guide) contain descriptions of the procedures you must follow to use the Horizon system (the system).

The instructions are written in a similar style to Counter News and the Counters Operations Manual, with the addition of flow-charts to help you follow the procedures.

This Guide does not replace either Counter News or the Counters Operations Manual. It contains instructions for using the system, with very little detailed information about products, about the manual elements of accounting for products or about the rules you must follow when accepting cash or cheques. Therefore you must use the Guide in conjunction with Counter News and the Counters Operations Manual.

Structure of the Guide

The Guide consists of ten booklets with procedures arranged, as far as possible, in the order you will find them working from the system desktop :

one navigation booklet containing:

- a table of contents for the entire Guide
- an index for the entire Guide
- a glossary of terms that you are likely to come across when using the system

two administration booklets:

- Office Administration containing information about setting up the system for use in your office; for example adding and deleting users
- System Administration containing information about the basics of using the system; for example logging on and off and using picklists

three booklets about using the system to serve customers:

- Transactions - Serving Customers - Part one containing information about serving customers with Automated Payment products
- Transactions - Serving Customers - Part two containing information about dealing with OBCS and non-OBCS pensions and allowances, Bureau de Change transactions and other receipt and payment transactions
- Transactions - Serving Customers Part three containing information about postal revenue transactions, using the scales, stock transactions, what to do if the system fails and other procedures associated with serving customers; for example printing receipts and local schemes

two booklets about using the system for transactions other than serving customers:

- Transactions - Other - Part one containing information about dealing with transfers and remittances
- Transactions - Other - Part two containing information about losses and gains, reversals other than AP reversals, recording parcel traffic etc.

one reports booklet containing information about reports available on the system and how to obtain them

one balancing booklet containing information about balancing your office using the system.

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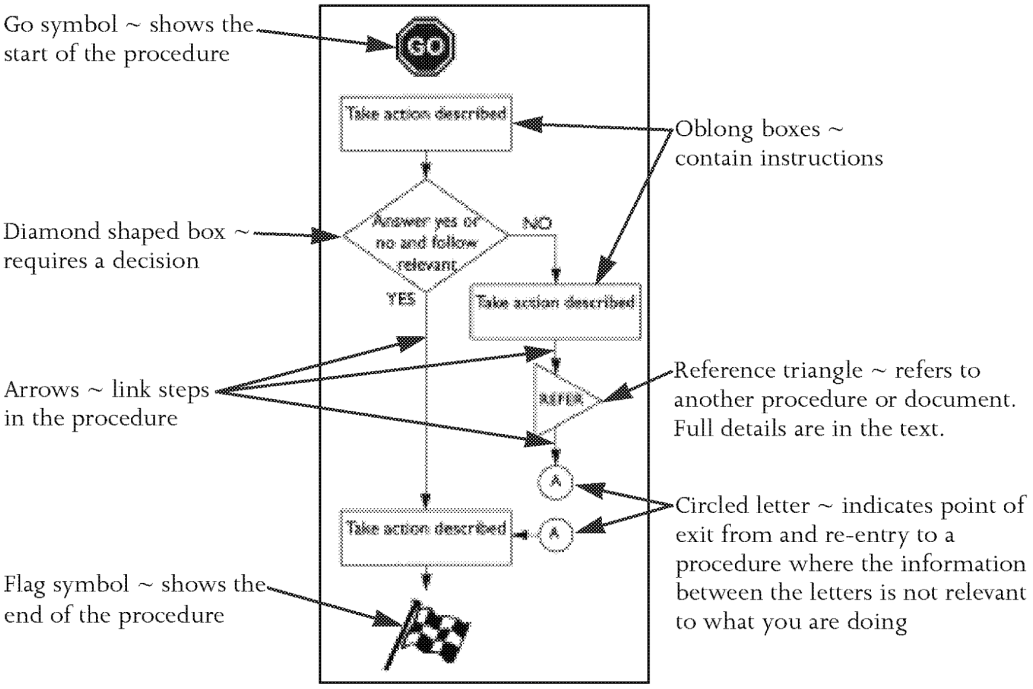
Introduction

Flow-charts

Flow-charts are used extensively throughout this Guide to illustrate the procedures. The main elements of the flow-charts and their uses are:



Special paragraph styles used in this guide

We have used special paragraph styles in this guide to help you follow the procedures. The main styles are:

Major bullet points

Major bullet points can be identified by the large dot at the beginning of the line (see illustration below).

- This is a major bullet point

They describe the main procedure. In most cases procedures can be completed by following major bullet points.

Minor bullet points

Minor bullet points can be identified by the small dot at the beginning of the line (see illustration below).

- This is a minor bullet point

They will normally occur after you have had to make a decision about something and describe exceptions to the main procedure; for example what to do if things go wrong.

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Introduction

Please notes

Please notes are indented paragraphs with the words 'Please note:' at the beginning (see illustration below).

Please note: This is a Please note.

These highlight important information which you must be aware of when using the system.

Cross references

Several types of cross reference are used in this guide. Each is described below.

Please note: These cross references are illustrations only.

see paragraph 7.2; page 23

This is a reference to a different subsection of the procedure you are working with. For example in this case you may be working with paragraph 1 of subsection 7. Additional information you require is in paragraph 2 of subsection 7.

see subsection 2; Settling transactions

This is a reference to a different procedure within the booklet you are using. For example in this case you may be working with subsection 4. Additional information you require is in subsection 2 of the same booklet.

see Balancing booklet

This is a reference to a booklet other than the one you are using. For example in this case you may be working with the Reports booklet. Additional information you require is in the Balancing booklet.

see System Administration; Miscellaneous

This is a reference to a procedure in a booklet other than the one you are using.

see Balancing; Balancing an individual stock unit; Adjusting stock

This is a reference to a subsection of a procedure in a booklet other than the one you are using.

complete details on form†See (i) below

This indicates a footnote cross reference to the Counters Operations Manual. The full reference will be at the foot of the page under a horizontal line.

see Balancing with Horizon Guide; Section 4: Correcting errors on Horizon and Out of Hours Procedures

This is a reference to the Balancing with Horizon Guide.

Balancing with Horizon Guide

The Balancing with Horizon Guide is a 'quick reference' guide to producing reports and completing your cash account using the Horizon System.

The index and table of contents in this navigation booklet contain references to the Balancing with Horizon Guide.

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Glossary of terms/abbreviations

Access Level	-	The level at which a user is authorised to use the Horizon system, defining his/her specific role within an outlet (e.g. manager, supervisor, clerk).
ADC	-	See Automated Distribution Centre.
AP Reversal	-	The removal of unwanted or incorrect Automated Payment transactions from the system.
APS	-	See Automated Payments Service.
Automated Distribution Centre	-	The central location from which all cash and value stock is distributed to the Post Office network.
Automated Payments Service	-	Payments using either Bar-code bills, Magnetic cards or Smart cards.
Balance period	-	The period during which a stock unit is used during a cash account period and for which a balance is produced. There may be more than one balance period during each CAP.
Balance snapshot	-	A report showing the level of cash and stock held in a stock unit and the receipts and payments made by it at a given point during the current balance period.
Bar-code	-	A series of vertical black lines containing data that can be read by a bar code reader.
Bar-code reader	-	A device for reading bar-codes.
BP	-	See Balance period.
CAP	-	See Cash Account Period.
Cash Account	-	The statement of cash, stock and transactions produced by the Horizon system at the end of an accounting period.
Cash Account Period	-	A period (usually a week) of office accounting as defined by the Post Office.
Cash Account Roll-Over	-	The process by which the Horizon system moves an office into the next cash account period.
Central system	-	The computer that collects, forwards and collates data about Post Office business performed at all outlets. The Gateway workstation communicates with this computer.
Checksum	-	A code used by the system to validate a number.
Clerk	-	The access level which allows the user to perform serve customers and balance a stock unit.
Commit	-	The process of making a permanent record in the Horizon system about a transaction.

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Common Payment Package	-	A three figure reference number, on front of a benefit order book, relating to the benefit group number.
Counter printer	-	A device that prints counter reports.
CPP	-	See Common Payment Package.
Customer Session	-	One or more transactions being performed for the same customer within the same stock unit prior to committing them to the system.
Cut sheet	-	Alliance and Leicester Girobank daily summaries.
Cut-Off	-	Committing a summary in the Horizon system so that a new summary will be started when the next transaction is performed. ***Please note:*** The term 'cut off' as used in this guide refers only to the Horizon system 'cut off' and should not be confused with a postal collection 'cut off' time.
Daily cash declaration	-	The entry into the Horizon system of the amount of cash a stock unit is holding at the close of business each working day.
Daily Counter Summaries	-	Stock unit reports, produced daily, containing details of transactions performed by a specific stock unit during the day.
Daily Office Summaries	-	Office reports, produced daily, containing details of transactions performed in the office during the day.
DCD	-	See Daily cash declaration.
Declaration ID	-	An identification number allocated to a declared portion of cash or stock in a shared stock unit.
Declare cash	-	Entry into the Horizon system of the amount of cash a stock unit is holding at the time of stock unit balance.
Desk top menu	-	The main Horizon system screen from which all functions of the system can be reached.
Disaster recovery	-	Recovery of Automated Payments transactions after a major system failure.
Discrete Parcel Income	-	A method of recording the volume and value of postage paid on stamped and metered parcels posted in outlets.
DPI	-	See Discrete Parcel Income.
End of Day procedures	-	Procedures performed at close of business each day.
Enforced Temporary Lock	-	See Temporary Lock.
Event log	-	A report providing details of user activity on the system.
Existing Reversal	-	Removal of unwanted or incorrect transactions from the system using the transaction identification code.

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Fallback procedure	-	The process for completing transactions when there is a system failure.
Fault	-	Either a hardware or a software failure causing the system to operate incorrectly.
Forced Logout	-	A termination of access to the Horizon system that is generated by the system.
Frame Relay	-	A high speed telephone line which passes information in and out of the outlet via the Gateway workstation.
Function keys	-	Special keys on the keyboard, prefixed by the letter F, that can be used to operate the Horizon system.
Gateway Workstation	-	The workstation through which data is passed to and from the central system. This will always have a node ID of 1.
Hardware	-	The various components (processor, monitor, keyboard, bar-code reader and cabling) which make up the Horizon system.
Horizon system	-	The automated system used to record transactions and to account for business in a Post Office.
Horizon System Helpdesk (HSH)	-	The ICL Pathway helpline used for all operational calls relating to the use of the Horizon system.
Icon	-	A small picture on the monitor that, when selected, allows users to perform a task on the system.
Individual Stock Unit (ISU)	-	A stock unit to which only one user has access at any one time.
ISDN	-	A high speed telephone line which passes information in and out of the outlet via the Gateway workstation.
Keyboard	-	The part of the Horizon hardware, containing letter and number keys, which allows users to enter data into the system.
LAN	-	Short for Local Area Network. The network of computers and printers in a Post Office.
LFS	-	See Logistics Feeder Service.
Logistics Feeder Service	-	A service which provides an interaction between SAP ADS and Post Office outlets to enable automated replenishment of stock and cash based on an office's current stock/cash holding.
Logon	-	The process by which a user gains access to the Horizon system.
Logout	-	The process by which a user terminates access to the Horizon system.
Magnetic card	-	A plastic card with a magnetic strip containing information about a customer's account. Used for APS.

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Magnetic card reader	-	A device used for reading magnetic cards.
Manager	-	The access level authorising the user to perform counter functions, and administer stock units, users and the office.
Mandatory reports	-	Reports that must be obtained from the system.
Manual procedure	-	1. That part of a procedure which is not performed on the Horizon system, for example a physical check of documents. 2. Procedures followed in the event of system failure.
MBS	-	See Message Broadcast Service.
Memo View	-	Software on the Horizon system that allows users to read messages sent by the Message Broadcast service.
Message Broadcast Service	-	A method of distributing short text messages to post offices via the Horizon system.
Method of Payment (MOP)	-	The way in which a customer pays for goods or services for example cash or cheques.
Mobile session	-	The transfer of a session in progress to a second workstation by the Horizon system when a user logs on to the second workstation and has not logged off of the first workstation.
Monitor	-	The component of the Horizon system which displays information about the current transaction or operation being performed.
Multi-stock office	-	An office that has more than one stock unit.
Network Business Support Centre (NBSC)	-	The Post Office helpline that deals with problems relating to Post Office business processes and procedures.
New Reversal	-	Removal of unwanted or incorrect transactions from the system without using the transaction identification code.
NINO	-	National Insurance number.
Node	-	A workstation. Each node will have a node ID number allocated to it.
Node ID number	-	A number allocated to each workstation within an outlet.
Non accounting data	-	The transaction volumes for certain products which need to be entered into the Horizon system manually.
Numeric keypad	-	1. Buttons on the keyboard with numbers printed on them. 2. An area of the screen with touch sensitive numbers.
OBCS	-	See Order Book Control Service.
OBCS stoplist	-	A list of benefit books which need to be impounded.
Office printer	-	A device that prints office reports.

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Office snapshot	-	A report which shows the amalgamated levels of cash & stock and receipts & payments for all stock units in an office.
ONCH	-	See Over night cash holdings.
OOH	-	See Out of hours transactions.
Optional reports	-	Reports that can be obtained from the system if you want them.
Order Book Control Service	-	The process of dealing with bar-coded order books on the Horizon system.
Out of hours transactions	-	Transactions performed outside normal post office opening hours.
Over night cash holdings	-	The amount of cash an outlet is holding each working day, reported weekly using a manual process. Not to be confused with Daily cash declaration.
Password	-	A unique series of characters, entered at logon, enabling the Horizon system to validate the user name.
Personal Identification number (PIN)	-	A unique series of characters, which are entered at reboot, enabling the system to validate the reboot.
Picklist	-	A list of items, displayed on the monitor, from which a selection can be made.
Planned order	-	Automated notifications of stock and cash scheduled for delivery to an office.
PMMC	-	See Postmaster Memory Card.
Postmaster Memory Card	-	A security card which is needed to reboot the Horizon system.
Primary Account number (PAN)	-	A number, up to 19 characters and usually embossed, shown in a large type-face on the front of a magnetic card.
Processor	-	The part of a workstation that the monitor, keyboard, printer, bar-code reader and LAN are connected to. This stores data and manages transactions performed on the system.
Product look up number (PLU)	-	A code number which identifies each product on the Horizon system.
Reboot	-	Restarting the Horizon system (under advice of the Horizon System Helpdesk) following a system failure.
Recovery	-	The process of recording transactions completed whilst the system was unavailable for use onto the Horizon system.
Reference Data	-	The data which controls product information on the Horizon system.
Remittance	-	The movement of cash and stock between offices and distribution centres.

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Reversal	-	The removal of unwanted / incorrect transactions from the system.
SAPADS	-	An Automated Distribution System based on SAP (trade name) software. The Post Office's method of controlling cash and value stock by computer.
Service Code	-	A number, between one and four digits, usually shown at the extreme left of the bottom line on the front of a magnetic card.
Service Visit Report	-	A report signed by the outlet manager to confirm that service work undertaken by an ICL Pathway engineer has been completed satisfactorily.
Session	-	One or more transactions within the same stock unit being performed prior to committing them to the system.
Settlement	-	Recording of the method of payment used for a transaction or a customer session.
Shared Stock Unit	-	A stock unit which more than one person can use at the same time.
Single stock offices	-	An office that only has one stock unit.
Smart card	-	A card containing a device that can be read by a Smart card reader.
Smart card reader	-	A device used for reading Smart cards.
Software	-	The instructions in a computer that make it perform the desired functions.
SSU	-	See Shared Stock Unit.
Stack	-	See Transaction Stack.
Stock Unit	-	A unit, created on the Horizon system. to which cash and stock is assigned. Each outlet will have at least one stock unit.
Stock Unit balance	-	The process of balancing a stock unit in an office.
Stock Unit Roll-Over	-	The process by which the Horizon system moves a stock unit into the next cash account period or balancing period.
Stop list	-	A list of pension and allowance order books on which payment must not be made. This list can be produced by OBCS offices. ***Please note:*** Not to be confused with other stop lists not produced by the system, for example National Savings, DSS GIrocheques.
SU	-	See Stock Unit.
Supervisor	-	The access level authorising the user to serve customers and administer stock units.
Suspending a session	-	A feature of the Horizon system that allows a user to undertake a second transaction without completing the first transaction.
Suspense Account	-	The part of the cash account where all unclaimed payments and uncharged receipts are held.
SVR	-	See Service Visit Report.

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System	-	The Horizon system.
Temporary Lock	-	A feature of the Horizon system which allows a user to lock the system, preventing others from using it.
Terminal	-	A workstation.
Touch screen	-	A type of computer monitor that is sensitive to touch, allowing users to perform tasks without using a keyboard.
Training Mode	-	A feature of the Horizon system which allows users to practice and learn the functions of the system without interfering with live information saved on the system.
Transaction	-	1. Provision of goods or services to a customer in exchange for cash or other method of payment. 2. Entry into the Horizon system of information that will affect the accounting or non-accounting data at the outlet.
Transaction ID	-	A series of numbers which the Horizon system assigns to each transaction.
Transaction Log	-	A report showing details of all transactions performed during a specified period.
Transaction Stack	-	An area of the monitor showing transactions that have been performed during the current session or customer session in order, prior to committing them to the system.
Transaction Type	-	The category of transaction for example Serve Customer or Performing a Remittance.
Transfer	-	The method of recording and reconciling the movement of cash and stock between stock units in an outlet.
Transfer Reversals	-	The removal of unwanted / incorrect transfer transactions from the system.
Trial Cash Account	-	A mandatory report allowing last minute checks to be made before producing the Cash Account.
User	-	A person who uses and is authorised to use the Horizon system.
User Name	-	A unique identifier for each user in an outlet, enabling logon to the Horizon system.
Weekly Counter Summaries	-	Stock unit reports produced on a weekly basis.
Weekly Office Summaries	-	Office reports produced on a weekly basis.
Workstation	-	The Horizon equipment at a counter position.

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Index of all booklets

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Introduction

This booklet contains information about the office administration functions of the Horizon system.

Office administration using Horizon means management of information held on the system about the identity of a user or a stock unit (for example user names or Stock Unit IDs), together with other administrative functions you must perform to use the system.

For information about printing administration reports see Reports; Administration reports.

The User Administration section includes information about how to add a new user, change a password, delete or modify a user etc.

The Stock Unit Administration section includes information about attaching users to stock units, creating stock units etc.

The System Failure section includes instructions for identifying lost EPOSSS transactions, recovery procedures etc.

The Equipment Information and Maintenance section covers areas such as care of the equipment and ordering and installing consumables.

Information about the Horizon System Helpdesk, the Network Business Support Centre and the Memo View facility are contained in the Miscellaneous section.

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User administration

1 Security and access

1.1 Security guidelines

Bear in mind the following points at all times when using the system:

- Any misuse of the system could mean that you are committing a criminal offence, for which you could be prosecuted and/or disciplined.
- Users are accountable for any actions undertaken with their user name and password
- Users are responsible for ensuring that their password is kept private and not revealed to any other person
- All existing security checks must still be applied (the system does not do away with the need for vigilance)
- Features of the system, especially security, must be treated as business-sensitive information, and not discussed outside the workplace
- Screens should not be placed so that they can be seen by customers
- Redundant (ie users no longer working in your office) users must be deleted from the system
- Users must invoke the temporary lock or log out from the system if the workstation is out of sight, or if they are not going to use it immediately (see System Administration; Accessing the system; Logging on and logging out and System Administration; Accessing the system; Temporary locking of a session).
- Always report any breach of security arising as a result of the implementation of Horizon to the Horizon System Helpdesk

Please remember: None of the above replaces your current contractual liabilities.

1.2 Full Name

When entering names into the Horizon system to update the list of users:

- At least one character must be entered in both fields
- The system does not allow the entry of more than one first name
- No spaces can be entered to the first name field
- The maximum number of characters in either field is 16 (this means that if the name is too long to fit in the box it should be truncated if it exceeds 16 characters)
- Names cannot be changed after the user has been set up

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1.3 User names

Whenever you need to use the Horizon system, you must identify yourself by entering your user name. Your user name is unique within your office. It will allow you to access information and to change what you are authorised to change, but will prevent you from accessing or accidentally changing anything else.

- Never allow others to use your user name (it is **only** for your use)
- Do not use, or attempt to use, any user name that has not been issued to you personally
- Always log out when you have finished using the system to prevent others from using your user name
- User names must be six characters long.

Make up of user names

User names are made up as follows:

- your first initial
- the first two letters of your surname
- a number, which will always be 001, unless there is, or has been, an identical user ID

For example: The first Elvis Presley to be a user in your office would take the user name EPR001.

If there is a second Elvis Presley or an Ella Presley, the last number must be incremented by 1, making them EPR002 on the Horizon system.

The user name cannot contain spaces or more than two successive duplicate characters.

If using the user's first initial and the first two letters of their surname gives more than two successive characters that are the same, the third duplicate character must be omitted, and the third character from the user's surname used instead.

For example: Linda Llewellyn must be entered as LLE001 on the system.

If the next numeric character in the current sequence leads to three repeated numeric characters, the third duplicate character should be omitted and the next number in the sequence used instead.

For example: The number 111 would be omitted and the number 112 used instead.

Teller ID field

No entry must be made in the Teller ID field.

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User administration

1.4 Passwords

Efficient and tightly controlled use of passwords is essential to system security and is an area for which all users of the system must take responsibility.

A password expires after 30 days.

Conditions of passwords

A password **must**:

- be private, user-selected, and not revealed to anyone
- be changed immediately if it has been allocated by someone else (ie when the user is first introduced to the system), if it is modified or if the message 'Must Change Password' appears
- be changed regularly and may only be re-used after 12 changes of password
- contain a minimum of six characters and a maximum of fourteen (14) characters, at least one of which must be a number

A password **can not**:

- be the same as the user name or be among the excluded words that are programmed into the system
- use obvious words, for example, 'Password'or 'Secret'
- contain spaces or more than two successive duplicate characters
- be changed more than once within 24 hours

Control of passwords

- Change your password at regular intervals
- Change your password immediately if you suspect that someone else knows it

Please note: The system will not allow you to change your password more than once in any 24 hour period. If you have recently changed your password and you suspect that someone else knows your new password you must continue to work normally and change your password as soon as the 24 hour period has elapsed.

- Ensure you are not observed when you enter or change your password
- Use the temporary lock or log out of the system if the workstation is out of your sight or if you are not going to use your workstation immediately (see System Administration; Accessing the system; Logging on and logging out and System Administration; Accessing the system; Temporary locking of a session)
- **Never** write down your password.

Please note: No one should ask you for your password; not even the Horizon System Helpdesk. Report any request of this nature through the normal Post Office Counters Ltd security and investigation channels.

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Forgetting your password

Supervisor or clerk level

- Contact your manager. He/she can use the Modify User function to enable you to select a new password, see subsection 6; Viewing and modifying users

Manager level

- Contact the Network Business Support Centre (NBSC) who will verify your identity and ask the reason for your request, see subsection 19; Help Desks

Checks of your identity must be made. This may take up to 30 minutes.

1.5 Password error messages

The tables below and on the following pages list error messages you may encounter when entering a password into the Horizon system and the possible causes of the error message.

Please note: There may be more than one cause for an error message.

When adding a user

Message	Reason for message	When message will be displayed	Screen returned to
Password cannot be empty	Password is blank	After password is first entered	Password
Password cannot contain more than two successive duplicate characters	More than 2 successive characters the same in password	After password is first entered	Password
Password cannot be the same as user name	Password same as user name	After password is first entered	Password
Password must contain at least 6 characters	Password has less than 6 characters	After selecting group	User Name
Password cannot contain spaces	Password contains spaces	After password is first entered	Password
Unable to add user. Invalid password specified.	Password has 15 characters	After selecting group	User Name
Unable to add user. Invalid password specified.	'Password' has been used as the new password	After selecting group	User Name
Password and confirmed password do not match	Confirmed password is not the same as the password first entered	After confirming password	Confirm Password

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User administration

When modifying a user

Message	Reason for message	When message will be displayed	Screen returned to
Password cannot be empty	Password is blank	After password is first entered	New Password
Password cannot contain more than two successive duplicate characters	More than 2 successive characters the same in password	After password is first entered	New Password
Password cannot be the same as user name	Password same as user name	After password is first entered	New Password
Password must contain at least 6 characters	Password has less than 6 characters	After confirming password	Password
Password cannot contain spaces	Password contains spaces	After password is first entered	New Password
Unable to change password. Invalid password specified.	Password has 15 characters	After confirming password	Confirm New Password
Unable to change password. Invalid password specified.	'Password' has been used as the new password	After confirming password	Confirm New Password
Password and confirmed password do not match	Confirmed password is not the same as the password first entered	After confirming password	Confirm New Password

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When the system invokes the change password function

Message	Reason for message	When message will be displayed	Screen returned to
New password may not be blank	New password is blank	After password is first entered	New Password
Password cannot contain more than two successive duplicate characters	More than 2 successive characters the same in new password	After password is first entered	New Password
Password cannot be the same as user name	New password same as user name	After password is first entered	New Password
Unable to change password. Invalid new password specified.	New password same as old password	After confirming new password	Confirm Password
Unable to change password. The new password must contain at least 6 characters	New password has less than 6 characters	After confirming new password	New Password
Password cannot contain spaces	Password contains spaces	After password is first entered	New Password
Unable to change password. Invalid new password specified.	New password has 15 characters	After confirming new password	Confirm Password
Unable to change password. Invalid new password specified.	'Password' has been used as the new password	After confirming new password	Confirm Password
Re-entered password does not match new password	Confirmed password is not the same as the password first entered	After confirming new password	Confirm Password

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User administration

When the user invokes the change password function

Message	Reason for message	When message will be displayed	Screen returned to
Unable to change password. Invalid old password specified	Old password entered incorrectly	After confirming new password	Old Password
Password cannot be empty	New password is blank	After password is first entered	New Password
Password cannot contain more than two successive duplicate characters	More than 2 successive characters the same in new password	After password is first entered	New Password
Password cannot be the same as user name	New password same as user name	After password is first entered	New Password
Unable to change password. Invalid new password specified.	New password same as old password	After confirming new password	New Password
Password must contain at least 6 characters	New password has less than 6 characters	After confirming new password	New Password
Password cannot contain spaces	Password contains spaces	After password is first entered	New Password
Unable to change password. Invalid new password specified.	New password has 15 characters	After confirming new password	New Password
Unable to change password. Invalid new password specified.	'Password' has been used as the new password	After confirming new password	New Password
Password and confirmed password do not match	Confirmed password is not the same as the password first entered	After confirming new password	Confirm New Password
Unable to change password. You are not permitted to change your password. Please contact your manager.	More than one attempt to change the password within 24 hours	After confirming new password	Confirm New Password

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1.6 Groups

Your level of access to the system is determined by your group membership.

- **Engineer**: able to diagnose system faults only
- **Auditor**: access only for auditing purposes
- **Auditor E**: access to full managerial functions plus final accounting facilities, permissible only in emergency situations (ie assistance in change of office management)
- **Support**: can only create users
- **Managers**: access to all counter functions and administration (user administration is restricted to this group)
- **Supervisors**: access to all counter functions, but no administrative access except to stock units.
- **Clerk**: access to all the counter functions, but with no administrative access
- **Setup**: operational only on initialisation of the system only, has administrative access in order to create a manager user
- **Migration**: allows access to the functions used to setup up the office when Horizon is first installed

Please note: Groups not appropriate for office use (for example, engineer, auditor, auditor E, support and setup) cannot be allocated to new or existing users.
These groups can only be assigned during the system start-up process for agreed user names.

You as a user can be a member of only one of the above groups. You will be able to gain access to functions on the system according to the level of group access you have been allowed.

If you are not a member of the group, all functions in that group will be padlocked except Logout.

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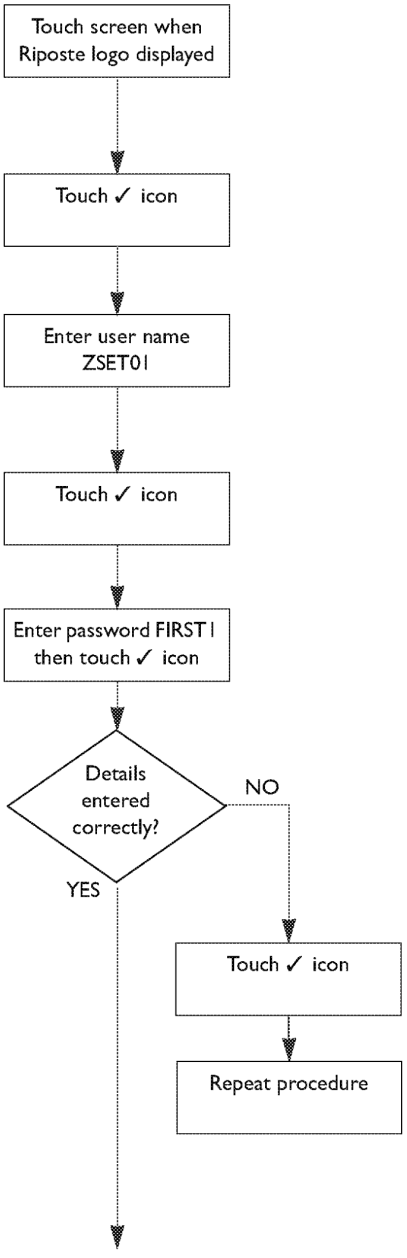
2 Setting up a first user

Use this procedure if you are a manager and need to set up an identity for yourself in order to create other users.

You will only need to use it when the system is first installed in your office.



- Touch the screen or press any key when the Riposte logo is displayed

  A warning message will be displayed on the screen informing you that to proceed without authorisation is a criminal offence.

- To continue, touch the ✓ icon

  The Enter Name/Logon screen is displayed.

- Enter the user name ZSET01, using either:
  - the keyboard
  - the on screen alphanumeric pad (by first touching the Alphanumeric keypad icon)
- Touch the ✓ icon

- Enter the password FIRST1 and touch the ✓ icon

- Examine the screen to see whether the details have been entered correctly

  If the details have been entered incorrectly:

  The screen will display an error message.

  - Touch the ✓ icon to acknowledge the message

  - Repeat the procedure from the flow chart box 'Enter user name ZSET01' on page 9.

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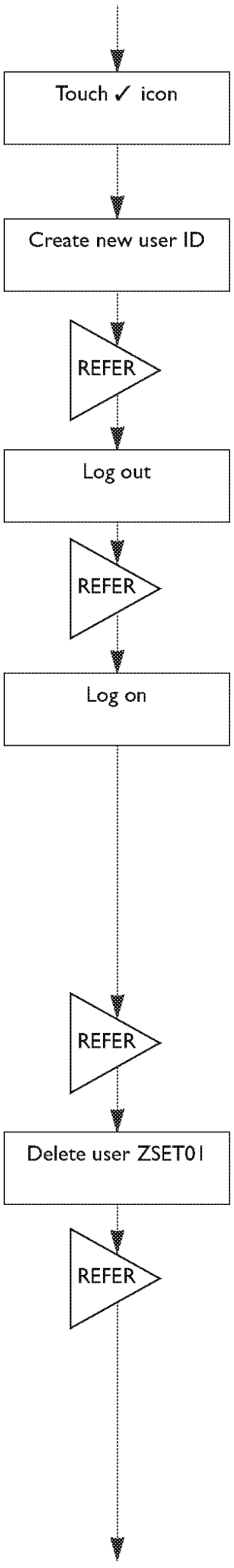
User administration



- Touch the ✓ icon

- Create a new user identity for yourself with management access

  For information on creating new users, see subsection 3; Adding a new user.

- Log out of the Horizon system

  For information on logging out of the Horizon system, see System Administration; Accessing the system; Logging on and logging out.

- Log on to the Horizon system using your new identity

  If the logon attempt fails, repeat the procedure from the flow chart box 'Enter user name ZSET01' on page 9 but at the flowchart box 'Create new user ID' on page 10, modify your user identity as appropriate. For information on modifying your identity, see subsection 6; Viewing and modifying users

  For information on logging on to the Horizon system, see System Administration; Accessing the system; Logging on and logging out.

- Delete the user ZSET01

  For information on deleting a user, see subsection 4; Deleting a user.

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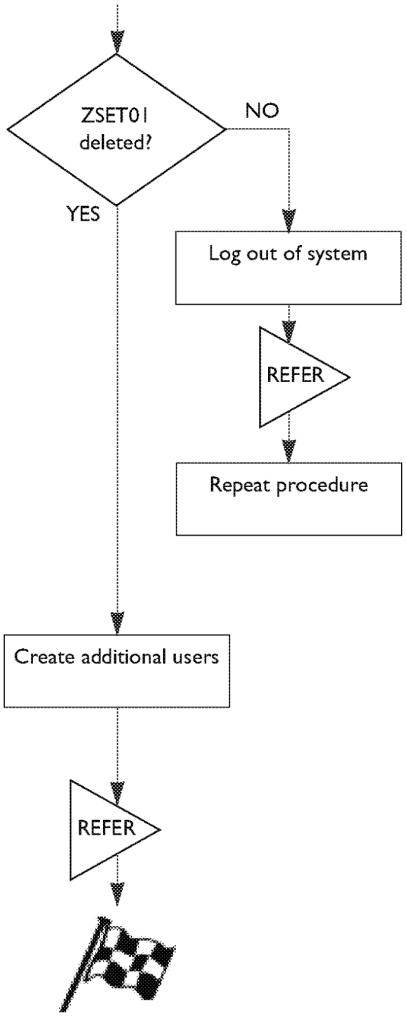
User administration



- Examine the screen to see whether ZSET01 has been deleted

  If ZSET01 has not been deleted:

  - Log out of the system

  For information on logging out of the Horizon system, see System Administration; Accessing the system; Logging on and logging out.

  - Repeat procedure from flow chart box 'Enter user name ZSET01' on page 9 but at the flowchart box 'Create new user ID', modify your existing user identity to give yourself management access. For information on modifying your user identity, see subsection 6; Viewing and modifying users.

- Create the additional users you need.

  For information on creating additional users, see subsection 3; Adding a new user.

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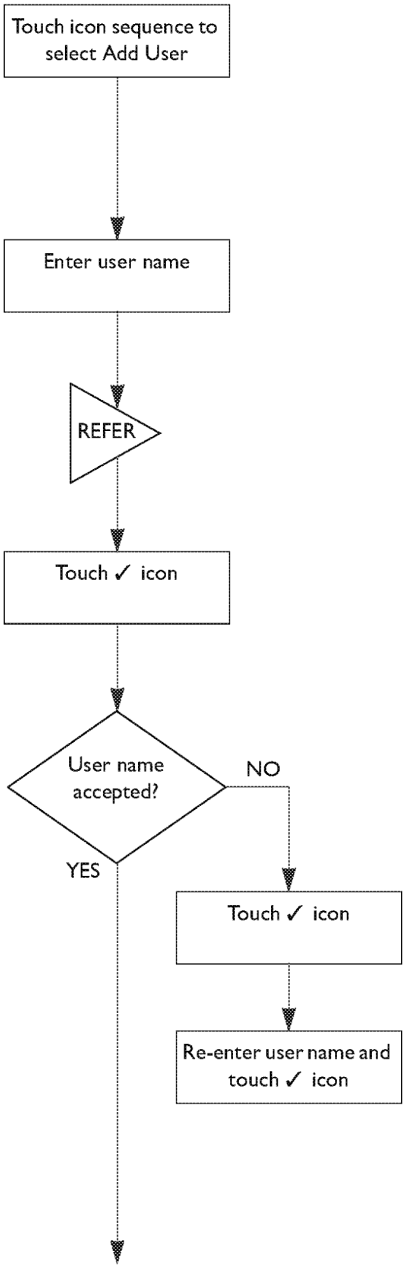
3 Adding a new user

Use this procedure when you need to add a new user to the Horizon system.

They may only be added to the system by a user with manager access. Any unauthorised user will be returned to the Admin screen.



- Select the Add User option by touching the following icon sequence:
  - Administration
  - User
  - Add User

  The User Name/Add User screen will be displayed.
- Enter the new user name, using either:
  - the keyboard
  - the on-screen alphanumeric pad (by first touching the Alphanumeric Keypad icon)

  The user name must comply with the user name conditions see Office Administration; User administration; Security and access.
- Touch the ✓ icon to accept the user name

  The Password/Add User screen will be displayed with the user name in white in the right hand panel and the password line highlighted in purple.
- Examine the screen to see whether the Horizon System has accepted the user name

  If the Horizon System has not accepted the user name:

  - Touch the ✓ icon
  - Re-enter the user name and touch the ✓ icon and repeat from 'User name accepted?' on page 12

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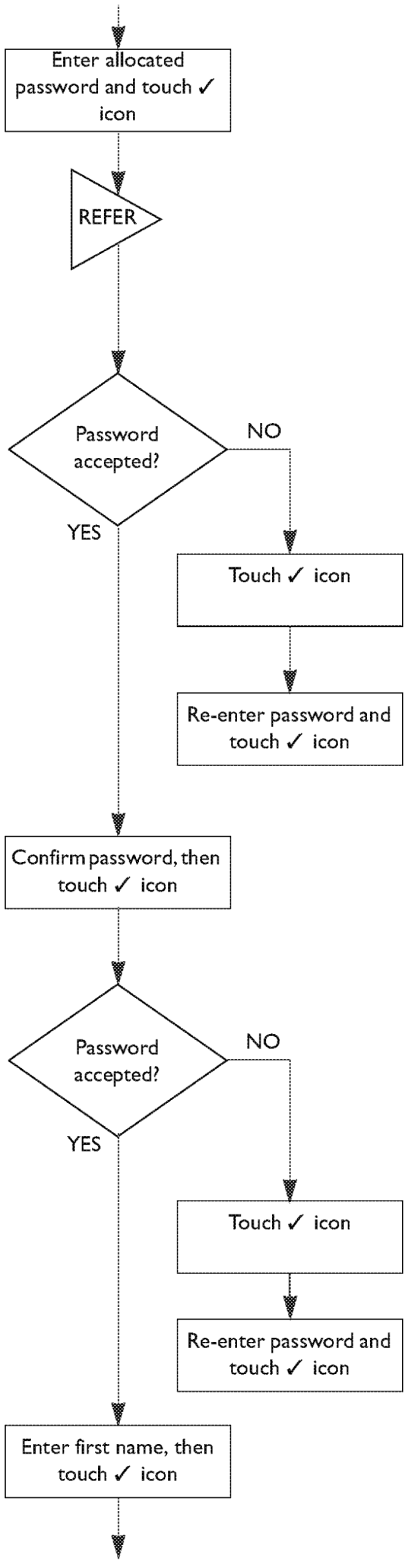
User administration



- Enter the password you have allocated to this user and then touch the ✓ icon

  The password must comply with the password conditions see Office Administration; User administration; Security and access.

  The Horizon system will check the validity of the password.

- Examine the screen to see whether the Horizon System has accepted the password

  If the Horizon System has not accepted the password:

  - Touch the ✓ icon

  - Re-enter the password and touch the ✓ icon and repeat from 'Password accepted?' on page 13

- Confirm the password by entering it again, then touch the ✓ icon

  The First Name/Add User screen will be displayed.

- Examine the screen to see whether the Horizon system has accepted the password

  If the Horizon system has not accepted the password:

  - Touch the ✓ icon

  - Re-enter the password and touch the ✓ icon.

- Enter the user's first name, then touch the ✓ icon to confirm.

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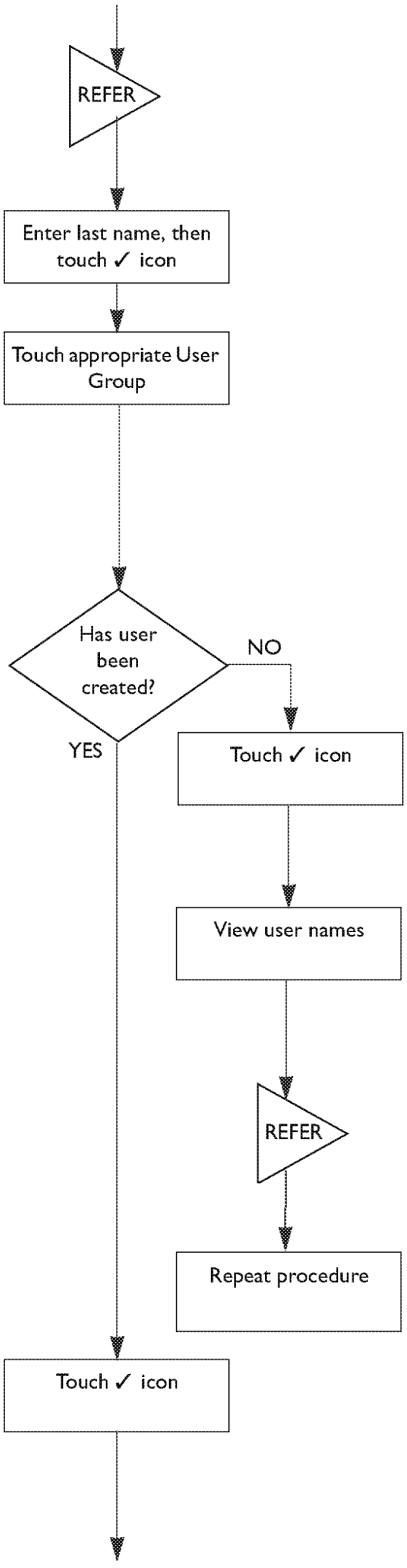
User administration



The user's name must comply with the full name conditions see Office Administration; User administration; Security and access.

The Last Name/Add User screen will be displayed.

- Enter the user's last name, then touch the ✓ icon to confirm

- Select the user's group by touching the appropriate icon:
  - Clerk
  - Supervisor
  - Manager

  For information on user groups, see paragraph 1.6; page 8

- Examine the screen to see whether the user has been created

If the user has not been created:

- Touch the ✓ icon

Please note: If the user was not created because the password was not accepted repeat the procedure from the flow-chart box 'Enter user name' on page 12.

- Touch the previous icon and view the existing user names to see if the user name has already been used

For information on viewing and modifying users see subsection 6; Viewing and modifying users.

- Repeat the procedure from the flow chart box 'Enter user name' on page 12.

- Touch the ✓ icon to confirm that the user has been created. You are returned to the Modify User screen.

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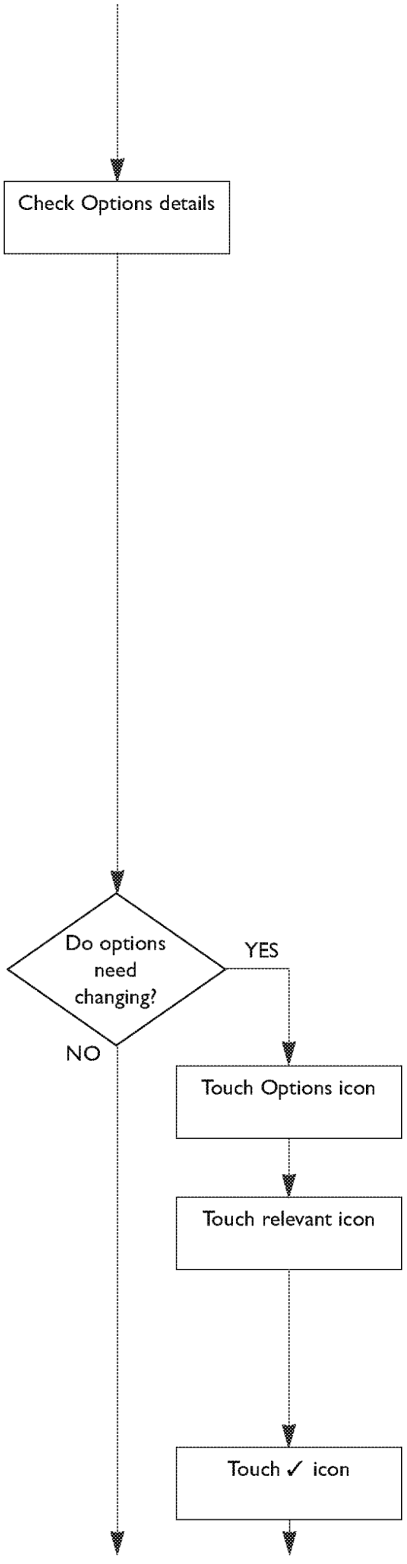
User administration



If the user is accepted, the Modify User screen will be displayed. This has two tabs. Tab 1 is automatically displayed. User details are displayed on tab 1 and the group to which the user belongs is displayed under tab 2.

Nothing should be entered in the Teller ID field.

- Examine the Options details shown in the left hand panel on tab 1 to check they are correctly set as follows:

Option	Effect
Must change password on next log on	This ensures that the user will have to change their password the next time they log on
Password expires	This ensures that the password will expire regularly
Account is not disabled	This means that the current user name and password on the system may be used
Account is not locked out	The user is able to log on. Account locked is caused by a user making three unsuccessful log on attempts

- Decide whether you need to change any of the options

If you need to change any of the options:

- Touch the Options icon

The Options for User screen will be displayed.

- Touch the relevant Options for User icon(s)

The screen will display a green highlight around the selected option(s) icon. If the wrong option is selected, press the box again to de-select it. The 'Account is disabled' option is used to disable the account so that the user name and password cannot be used.

- Touch the ✓ icon to confirm options for user

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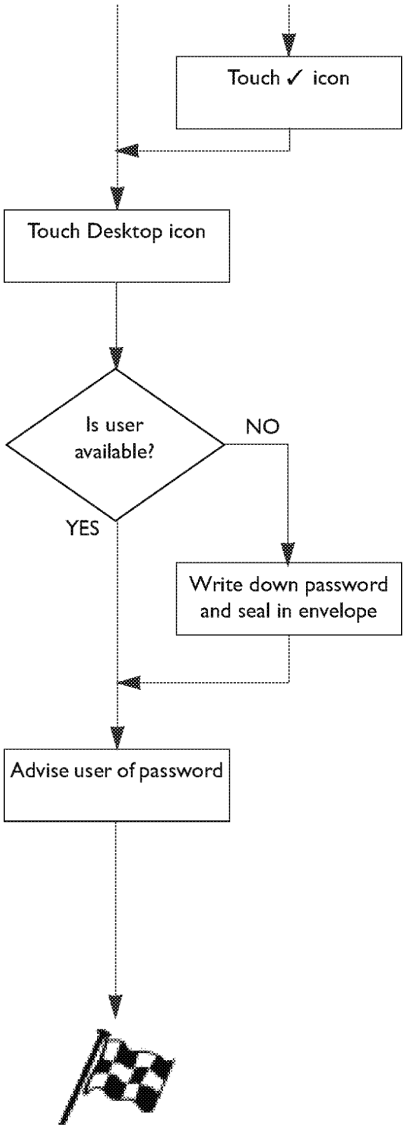
User administration



- Touch the ✓ icon to confirm that the user options have been successfully updated.

- Touch the Desktop icon to return to the Desktop

- Check to see if the new user is present in the office

If the user is not available:

- Write down the password, seal it in an envelope and store it in a secure location until the user is available.

- Give the password to the new user and advise them that they will be prompted to change it the first time they use the Horizon system.

Please note: Although the initial password is known both to the new user and the person creating the user, subsequent passwords used must be known to the user only.

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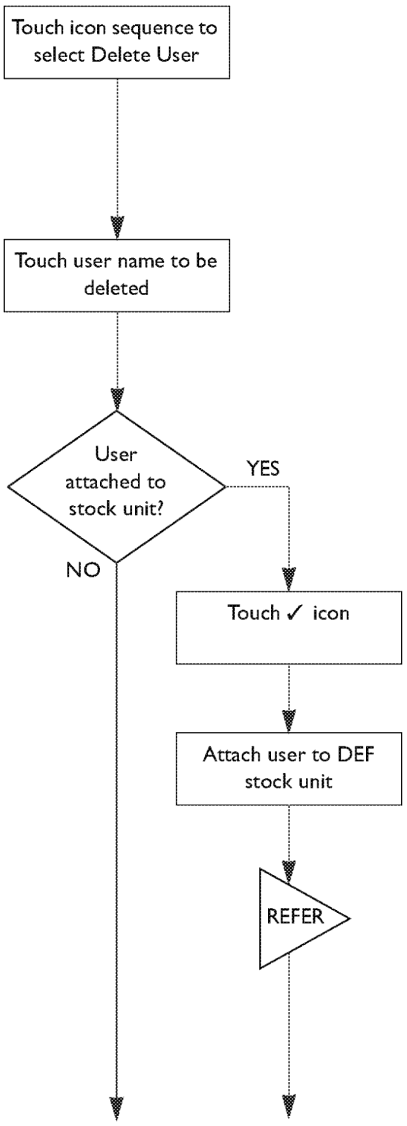
4 Deleting a user

Use this procedure when you need to delete a user from the Horizon system.

All users that will not use the system in your office again must be deleted.

Deletion of a user does not remove the user from the system but marks him/her as 'deleted'. If the user returns to the office, you will have to give them a different user name.

You can only delete a user if they are attached to the DEF stock unit.



- Select the Delete User option by touching the following icon sequence:
  - Administration
  - User
  - Delete User

  The Delete User screen is displayed.
- Touch the user name of the user to be deleted

  If the name you want is not displayed, touch the arrow on the screen to view the list of other users.

  The Horizon system will check whether the user can be deleted.
- Examine the screen to see whether a user attached to stock unit message is displayed by the system:

  If a user attached to stock unit message is displayed:

  - Touch the ✓ icon

  - Detach the user from the stock unit by attaching them to the default stock unit

For information on attaching users to a stock unit see subsection 10; Attaching users to a stock unit.

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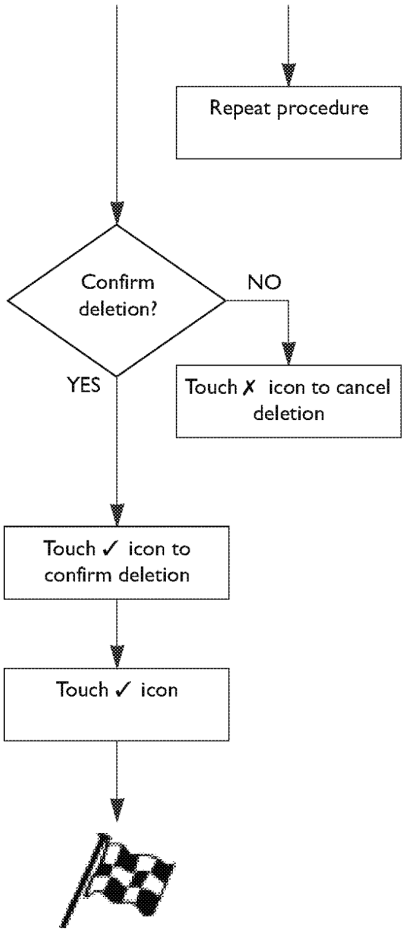
User administration



- Repeat the procedure from the beginning.

The Confirm Deletion screen will be displayed.

- Decide whether you want to confirm the deletion

If you want to cancel the deletion:

- Touch the ✗ icon.

The Horizon system will cancel the deletion and return to the Desktop.

- Touch the ✓ icon to confirm the deletion

- Touch the ✓ icon to acknowledge the deletion.

The Horizon system will return to the Desktop.

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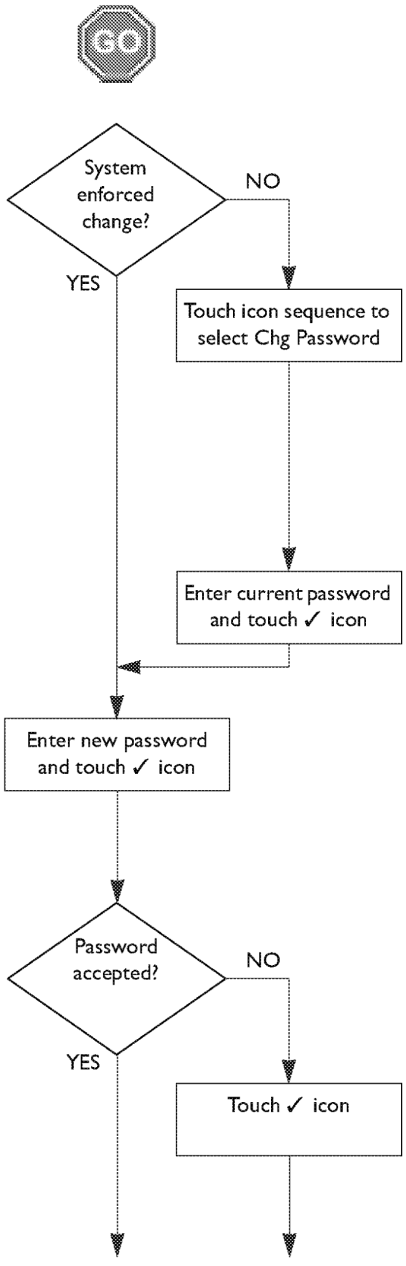
5 Changing your password

Use this procedure when you want to change your password or the Horizon system asks you to change your password.

If you have forgotten your password:

- **Managers**: contact the Network Business Support Centre, see subsection 19; Help Desks.
- **Supervisors/clerks**: the manager can provide you with a temporary password see subsection 6; Viewing and modifying users.



- Examine the screen to see whether the Horizon system is asking you to change your password

If you are choosing to change your password:

- Select the Chg Password option by touching the following icon sequence:
  - Administration
  - User
  - Chg Password

The Horizon system will display the Old Password/ Change Password screen.

- Enter your current password and touch the ✓ icon.

The system will display the New Password/Change Password screen.

- Enter your new password and touch the ✓ icon

Please note: This must comply with the password conditions see Office Administration; User administration; Security and access.

- Examine the screen to see whether the Horizon System has accepted the password

If the Horizon System has not accepted the password:

- Touch the ✓ icon

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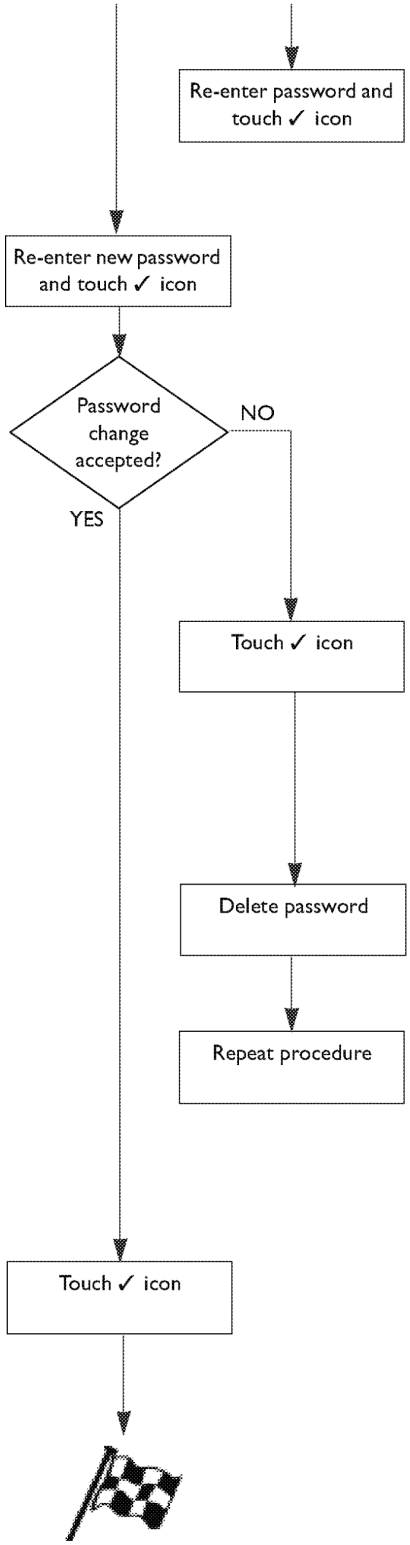
User administration



- Re-enter your password and touch the ✓ icon and repeat from 'Password accepted?' on page 19

- Re-enter your new password to confirm it and touch the ✓ icon

- Examine the screen to see whether the password change has been accepted

If the password change has not been accepted:

The system will display the Error/Change Password screen, which will include the reason why the password change is not accepted.

- Touch the ✓ icon to clear the message

The system will return you to the Enter old password or the Confirm new password screen as appropriate.

If you need to re-enter the new password touch the 'Enter new password' field on the right hand side of the screen.

- Delete the incorrect password using the Backspace key

- Repeat the procedure from the flow-chart box:

- 'Re-enter new password and touch 3 icon' on page 20 (for an incorrectly re-entered new password)
- 'Enter current password and touch 3 icon' on page 19 (for an incorrect old password)
- 'Enter new password and touch 3 icon' on page 19 (for an incorrect new password)

- Touch the ✓ icon to return to the Desktop.

Please remember: You must never reveal your password to another user.

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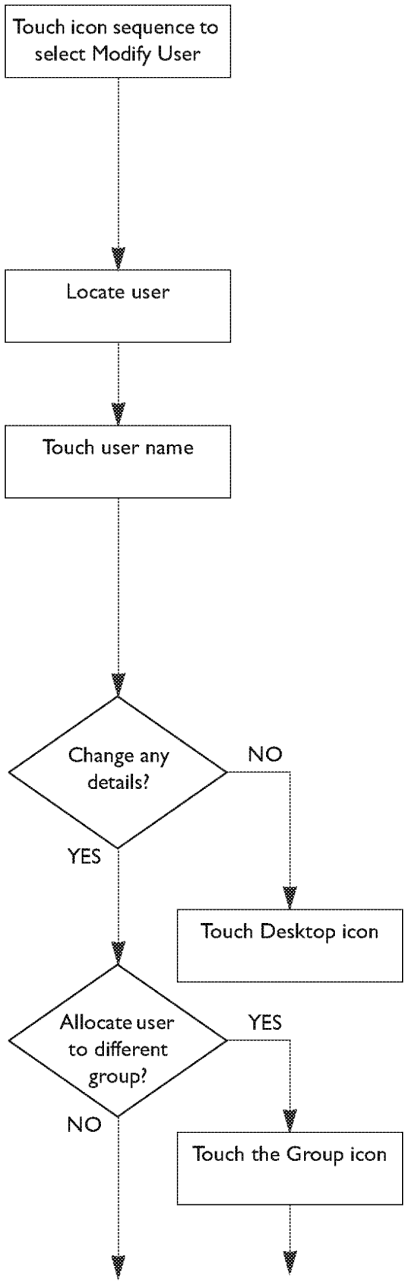
6 Viewing and modifying users

Use this procedure to view or modify details of a user on the Horizon system. You will be able to view and modify users only if you have management access. If you do not have management access you will be padlocked against using this option and returned to the Desktop menu.



- To view users, select the Modify User option by touching the following icon sequence:
  - Administration
  - User
  - Modify User

  The User Name/Modify User screen will be displayed.
- Locate the user you want to view

  If the user you require is not shown, scroll up and/or down using the arrows on the left hand side of the screen.
- Touch the user name to be viewed

  The Modify User Details screen will be displayed. All the user details are displayed on this screen, except the name of the group to which the user belongs. This is displayed under tab 2. For information on the details shown and the options that can be changed, see subsection 7; Options in the User Name/Modify user screen.
- Decide whether you need to change any details

  Please note: You must not change the Full Name or Teller ID details.

  If you do not need to change any of the details:

  - Touch the Desktop icon to return to the Desktop.
- Decide whether you need to allocate the user to a different group

  If you need to allocate the user to a different group:

  - Touch the Group icon

  The Groups for User screen will be displayed.

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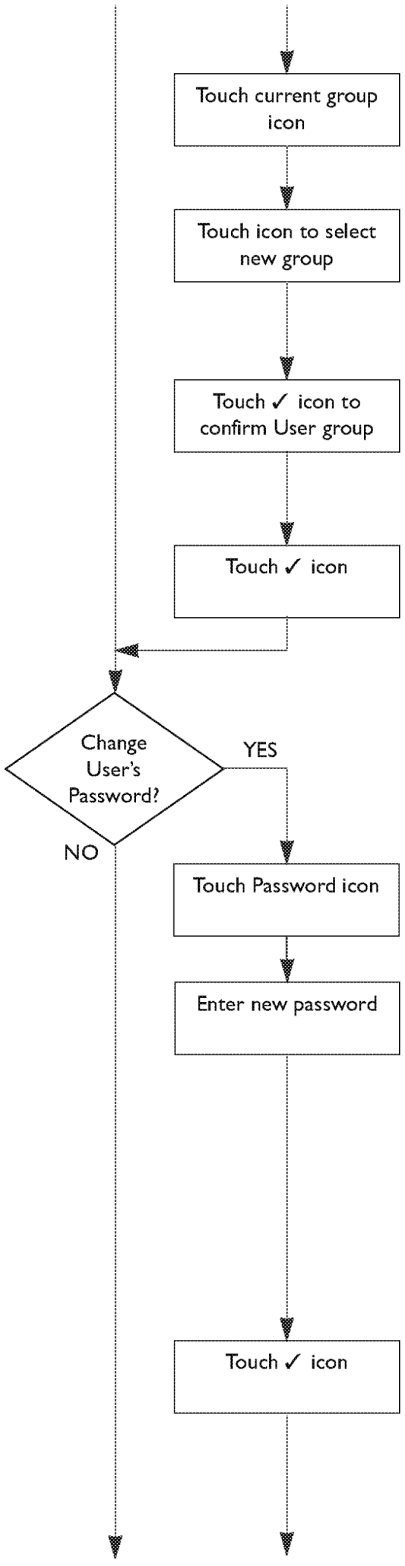
User administration



- Touch the icon for the group to which the user currently belongs. This is highlighted in green

- Touch the icon for the user's new group

The new group will be highlighted in green.

Please note: You must not select more than one group. A user may only belong to one group at a time.

- Touch the ✓ icon to confirm the User group

- Touch the ✓ icon to confirm that the User groups have been successfully updated.

You will now be returned to the Modify User screen. This has two tabs. The group to which the user belongs is displayed under tab 2.

- Decide whether you need to change the user's password

If you need to change the user's password:

- Touch the Password icon

The New Password/Change Password screen will be displayed.

- Enter the new password that will be used to log on using either:

- the keyboard
- the on-screen alphanumeric pad (by first touching the Alphanumeric Keypad icon)

Please note: The password must comply with the password conditions see paragraph 1.4; page 3.
The Horizon system will check the validity of the password.

- Touch the ✓ icon

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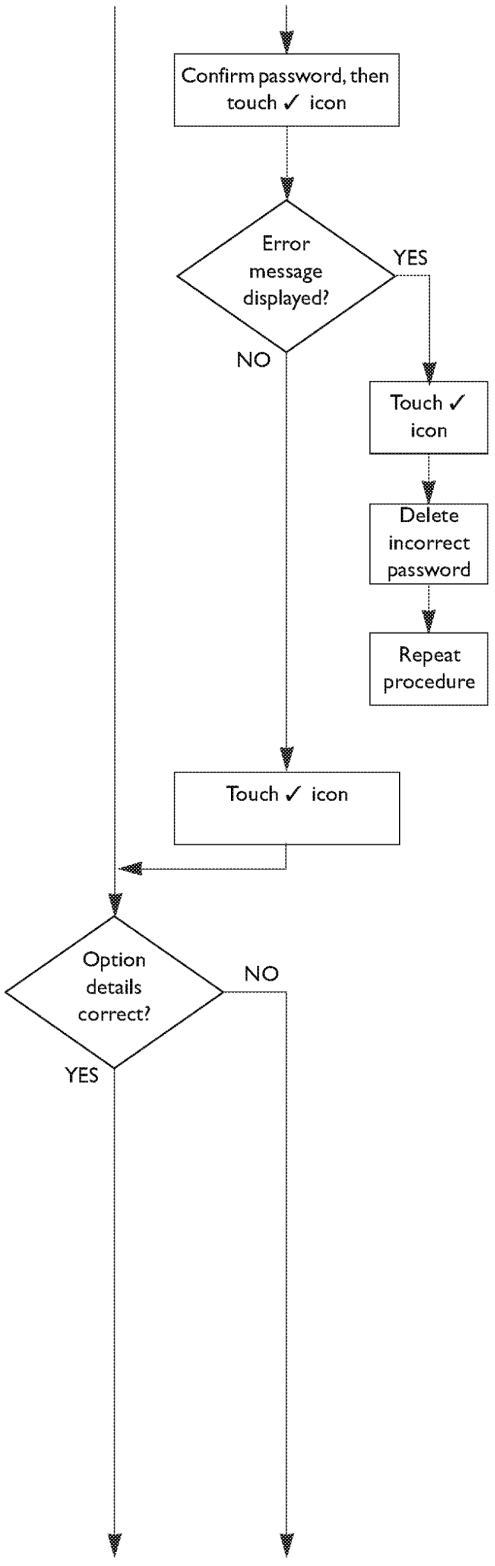
User administration



- Confirm the password by entering it again, then touch the ✓ icon

The Modify User screen will be displayed.

- Examine the screen to see whether it is displaying an error message

If the password has been entered incorrectly:

- Touch the ✓ icon

- Use the backspace key on the keyboard to delete the incorrectly entered password

- Repeat procedure from the flow chart box 'Enter new password' on page 22.

If you have entered the password correctly:

- Touch the ✓ icon.

- Check to see whether the Options details, shown in the left hand panel, are correctly set as follows:

Option	Effect
Must change password on next log on	This ensures that the user will have to change their password the next time they log on
Password expires	This ensures that the password will expire regularly
Account is not disabled	This means that the current User Name and password may be used on the system
Account is not locked out	De-select this option if a locked user account is to be unlocked

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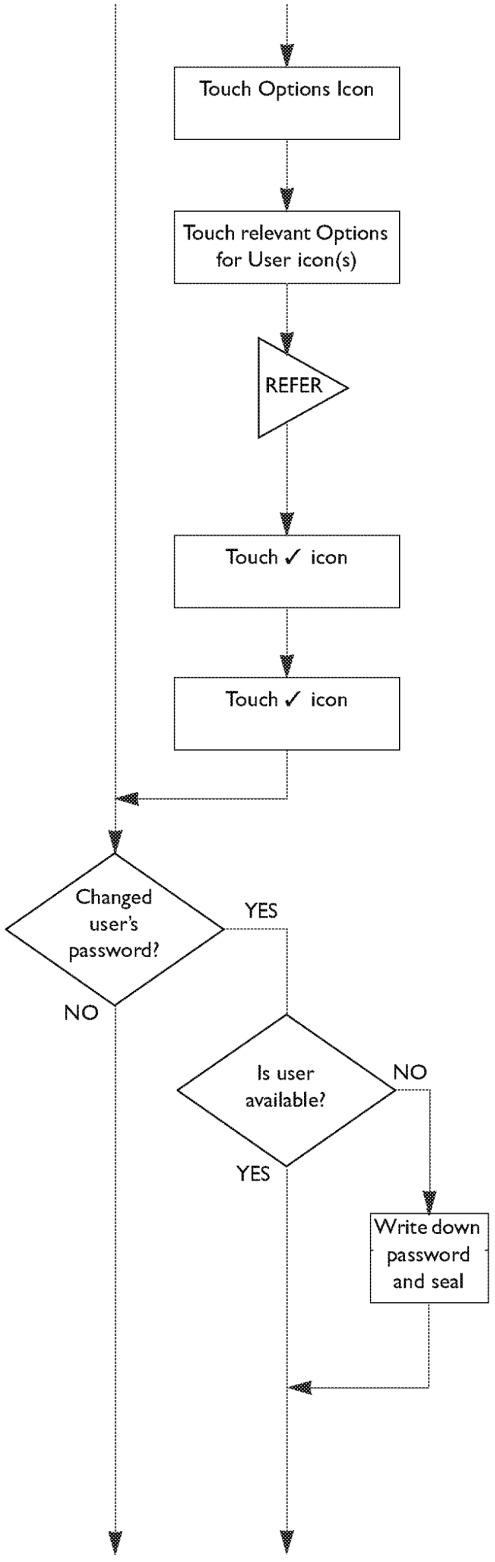
User administration



If you need to change any of these options:

- Touch the Options icon

- Touch the relevant Options for User icon(s)

For information on reselecting, see subsection 7; Options in the User Name/Modify user screen.

The screen will display a green highlight around the selected Option(s) icon. If the wrong option is selected, press the box again to de-select it.

- Touch the ✓ icon to confirm options for User

- Touch the ✓ icon to confirm that the User options have been successfully updated.

- Check to see if you have changed the user's password

If you have changed the user's password:

- Check to see if the user is present in the office

If the user is not available:

- Write down the password, seal it in an envelope and store it in a secure location until the user is available.

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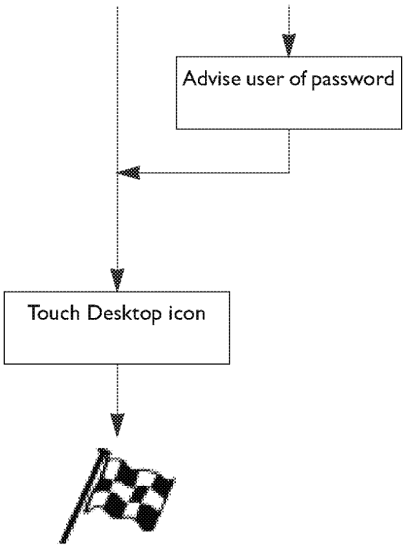
User administration



- Give the password to the user and advise them that they will be prompted to change it the next time they use the Horizon system.

Please note: Although the changed password is known both to the user and the person modifying the user, subsequent passwords used must be known to the user only.

- Touch the Desktop icon to return to the Desktop.

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7 Options in the User Name/Modify user screen

This section describes the options available in the user Name/Modify User Screen, see subsection 6; Viewing and modifying users.

These are five icons on the right hand side of the screen as follows:

Full Name

This leads to a screen in two halves. The right hand side displays the current first and last name, the left hand side is used to edit the selection. You must not edit a user name after the user has been set up on the system.

Groups

This displays a screen containing ten icons, of which only the Manager, Supervisor and Clerk are available. The others are padlocked and cannot be selected. Changes can only be made by a user with manager access.

Teller ID

This must not be used.

Options

This leads to a screen that contains five icons:

Must change Password

When selected, this forces the selected user to change their password the next time they log on. This is enforced at the point of log on. It cannot be selected if the 'Password Never Expire' is selected and cannot be deselected by retouching the button.

Password Never Expire

When selected, the password for the chosen user never expires. It cannot be selected if the 'Must change password' is selected but can be deselected by touching the button again. This option should not be used unless instructed to do so.

Account is disabled

This prevents a user from logging on. It can be used to prevent unauthorised usage of a user name if the user is currently away from the office.

The system disables the account at the next log on.

If accidentally selected for a user that is currently logged on the account is not disabled until the next log on. However, if temporary lock is either selected or enforced by the sytem, the user will not be able to re-access the system.

It can be deselected by touching the button again.

Account is locked out

This cannot be selected, it can only be deselected. The system automaticaly selects the option if the number of failed log on attempts exceeds the number allowed by the system. The function is used to prevent unauthorised access and enforce the outlet manager to enable the account.

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User administration

The ✓ icon when selected, updates the account of the user selected. No changes to the options are made until this button is selected.

Password

Use this when a user has forgotten their password. A manager can give the user a password that can be used to log on. The next time the user logs on, they must change their password.

This can be enforced by selecting the 'must change password' option, see 'Must change Password' on page 26.

The password screen is in two halves. The right hand side displays two lines for entering and re-entering a new password, the left hand side is used to edit the selection.

- Touch the line of the password that is to be entered, enter the new password using the keypad and it appears in the edit box on the left hand side.
- Use the backspace key to delete any errors or some of the password and re-enter the correct details. The ✗ icon deletes all when using the alpha-numeric on screen keypad

This can only be done by a user with manager access.

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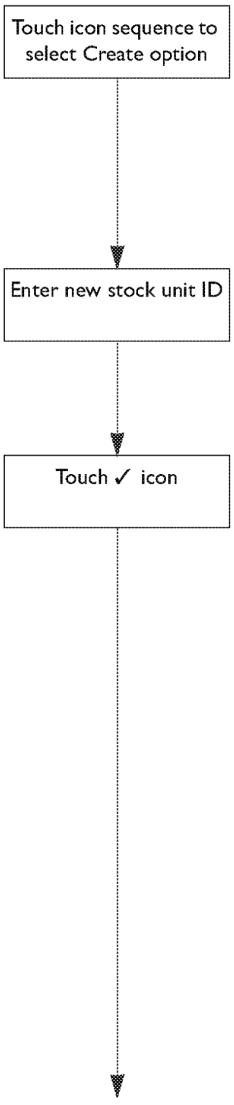
8 Creating a stock unit

Use this procedure when you need to create a new stock unit.

This can only be carried out by a user with manager access. When stock units are created, they are in the current office Cash Account period. However stock units cannot be created during production of the office Cash Account.
There are two types of stock unit: individual or shared. An individual unit supports one user at a time, a shared unit supports several users.
For information on how to attach users to a stock unit once it has been created, see subsection 10; Attaching users to a stock unit.



- Select the Create option by touching the following icon sequence:
  - Administration
  - Stock Unit
  - Create

  The Horizon system will now display the Stock Unit ID screen.
- Enter the ID of the new stock unit

  Please note: A Stock Unit ID should be created using a minimum of 1 and a maximum of 3 alphanumeric characters, and no spaces.
- Touch the ✓ icon to accept the ID entered

  The Stock Unit Type: Create Stock Unit screen is displayed.

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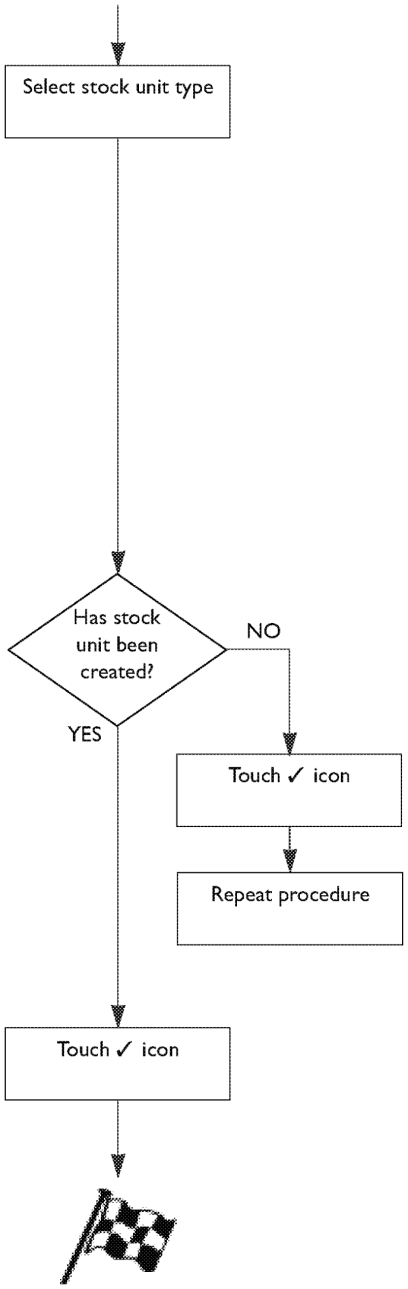
Stock unit administration



- Select the stock unit type by touching the appropriate icon:

  Please note: Once selected, the stock unit type **cannot** be changed.

  - touch the Shared icon to make the stock unit shared
  - touch the Individual icon to make the stock unit individual

  If the process is successful, the Created OK: Create Stock Unit screen is updated and displayed.

  A warning message will be displayed if the stock unit ID chosen exists currently, or if the ID was previously used for a stock unit that did exist, although it has now been deleted. You will have to enter an alternative stock unit ID.

- Examine the screen to see whether the stock unit has been created

  If the stock unit has not been created:

  - Touch the ✓ icon

  The Horizon system will return to the Administration Stock Unit screen.

  - Repeat the procedure from the flow-chart box 'Touch icon sequence to select Create option' on page 28 using a different stock unit ID.

- Touch the ✓ icon to return to the Stock Unit screen.

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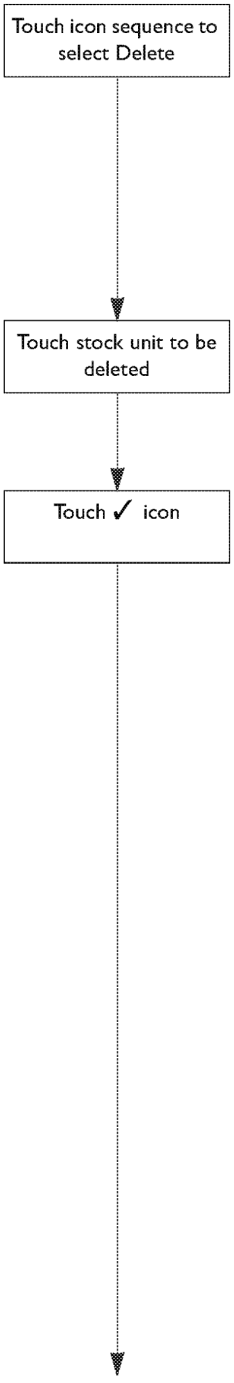
9 Deleting a stock unit

When you need to delete a stock unit:



- Select the Delete Stock Unit option by touching the following icon sequence:
  - Administration
  - Stock Unit
  - Delete

  The screen will display a list with information of all the available stock units. If there are more than six units, it may be necessary to scroll up or down using the Pg Up and Pg Down icons.
- Touch the row containing the stock unit ID that you wish to delete

  The row will then be highlighted.
- Touch the ✓ icon

  After a short delay, the screen will display a message stating whether the selected stock unit has been deleted.

  If no deletion is possible, the message will give the reason for failure to delete.

  You cannot delete a stock unit if:
  - you do not have Manager access
  - there are users attached (for information on attaching users to the default stock unit, see subsection 10; Attaching users to a stock unit)
  - there is stock or cash contained in the stock unit
  - accounting transactions have taken place in the current Cash Account Period (or current day); for information on balancing a stock unit, see Balancing; Balancing an individual stock unit; Balancing a stock unit
  - the stock unit is not in the same CAP as the office
  - the stock unit is the default stock unit
  - If the total value of stock and cash is negative
  - a transfer out has been made to it (even if the transfer out has been reversed)
  - any node is disconnected

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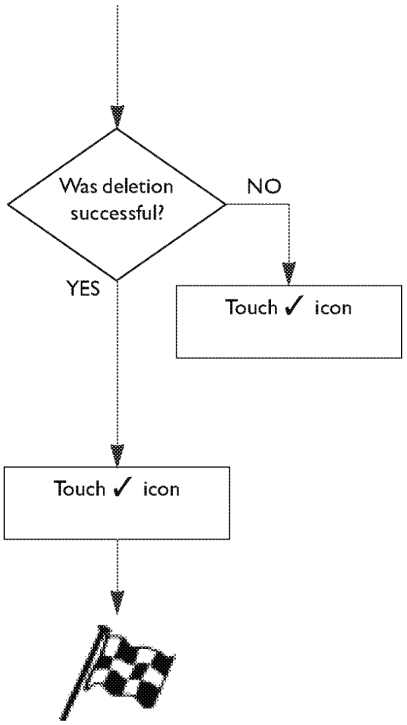
Stock unit administration



Please note: Once a stock unit has been deleted, another stock unit cannot be created using the same ID as that belonging to the deleted stock unit.

- Examine the screen to see whether the stock unit has been deleted

If the stock unit has not been deleted:

- Touch the ✓ icon to accept the message and return to the Stock Unit screen.

Please note: If the stock unit was not deleted, you will need to take the necessary action before repeating the procedure.

- Touch the ✓ icon to return to the Stock Unit screen.

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10 Attaching users to a stock unit

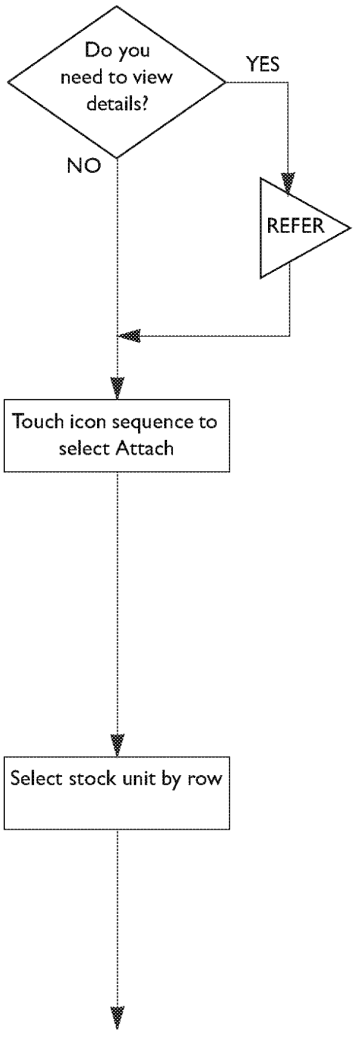
When you need to attach a new user to a stock unit or an existing user to a different stock unit:

Before a user can carry out transactions, they must be attached to a serving stock unit. A user can only be attached to one stock unit at a time. Attaching a user to a new stock unit automatically removes them from their previous stock unit.

If a user is temporarily without access to a stock unit, attach them to the default stock unit, using this procedure.

If a user has not been attached to a serving stock unit, the system attaches them to the default stock unit when they first log on.

An individual stock unit can have only one user attached at a time but a shared stock unit may have one or more users.



- Decide whether you need to view details of stock units and users before you attach a user

  If you need to view stock and user details:

  - Refer to the following, depending on what you need to view:
    - for a particular stock unit, see subsection 11; Viewing stock units and users
    - for a particular user see subsection 6; Viewing and modifying users

- Select the Attach option by touching the following icon sequence:
  - Administration
  - Stock Unit
  - Attach

  The screen will display a list of all the available stock units with details of whether they are shared or individual. If the list extends over several pages you can use the arrow icons on the right side of the screen to scroll up and down the list of stock units.

- Touch any part of the row containing the relevant stock unit

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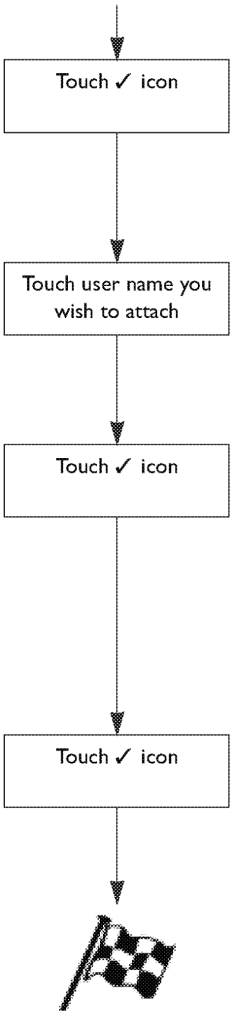
Stock unit administration



- Touch the ✓ icon

  The screen will display a list of users and the stock units to which they are attached. If the list extends over several pages, you can use the arrow icons on the right side of the screen to scroll up and down the list of stock units.

- Touch the user name you wish to attach to the stock unit you have selected

- Touch the ✓ icon

  When attached to the new stock, the user is automatically removed from any stock unit they were previously attached to.

  The Horizon system will display a message stating whether the user has been successfully attached to the stock unit. If the user cannot be attached, a message is displayed, giving the reason.

- Touch the ✓ icon to return to the Stock Unit screen.

Please note: If you failed to attach your chosen user, you may still repeat the procedure for a different stock unit or a different user. Use the information on the message to review the user or stock unit that has been chosen, or attach an existing user to another stock unit. If necessary, repeat the procedure.

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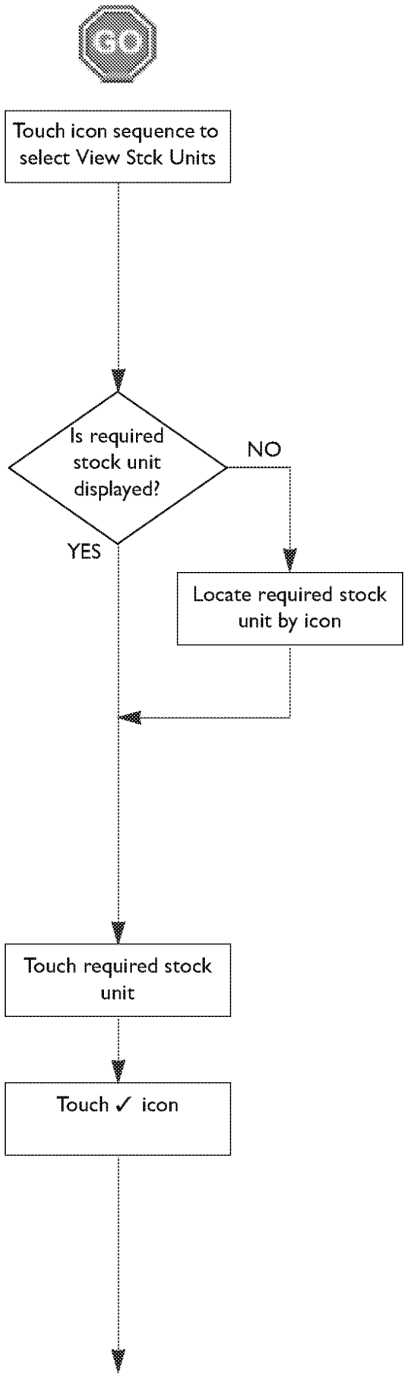
11 Viewing stock units and users

11.1 Viewing details of stock units

When you need to view the details of specific stock units:



- Select the View Stck Units option by touching the following icon sequence:
  - Administration
  - Stock Unit
  - View Stck Units

  The screen will display a list of stock units with details of whether they are shared or individual.

- Examine the screen to see whether the required stock unit is displayed

If the required stock unit is not displayed:

- Use any of the following icons to locate the stock unit:

  Top - to go to the start of the list of users

  Up - to browse up the list of users

  Down - to browse down the list of users

  Bottom - to go to the end of the list of users

- Touch the required Stock unit

- Touch the ✓ icon

  The Stock Unit Detail screen will be displayed.

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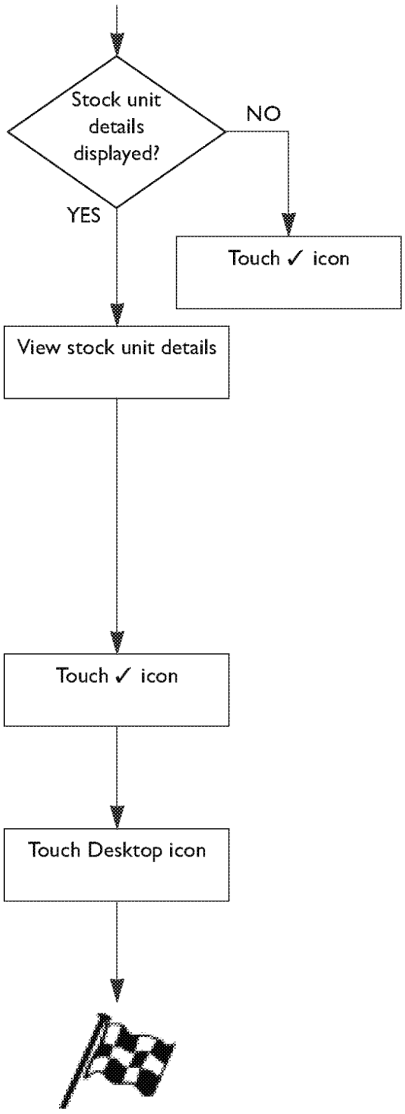
Stock unit administration



- Examine the screen to see whether the stock unit details are displayed

  If there are no users attached to the selected stock unit:

  A message is displayed if there are no users attached to the selected stock unit.

  - Touch the ✓ icon.

  The system will return to the Stock Unit screen.

- View details of the stock unit you have selected

  The details are displayed as follows:

  - Stock ID — Stock unit identity
  - Type — Individual or Shared
  - CAP/BP — Cash Account Period/Balancing Period
  - User(s) — User(s)
  - Logged on at — Counter position(s) where user is logged on.

- Touch the ✓ icon to return to the Administration Stock Unit screen

- Touch the Desktop icon to return to the Desktop screen.

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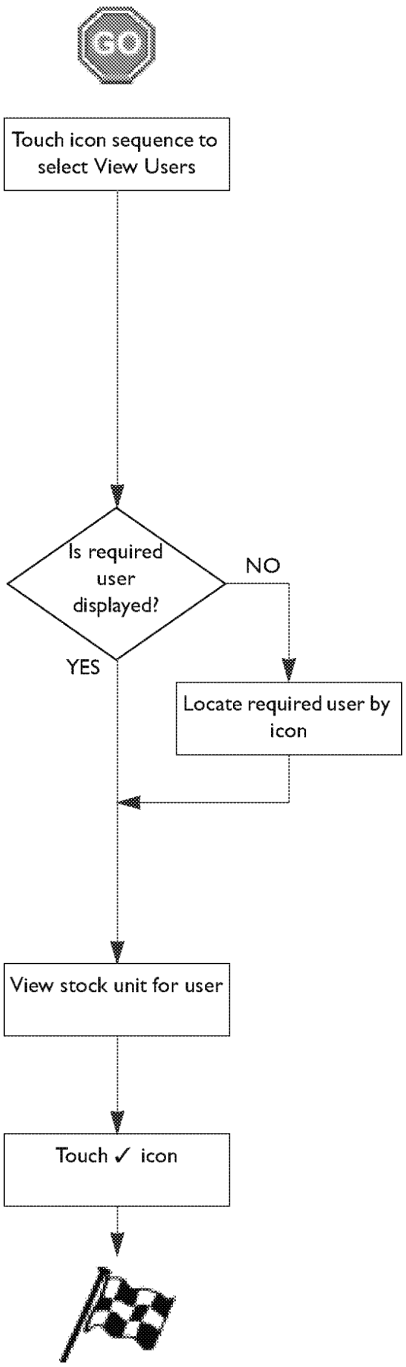
11.2 Viewing stock units to which users are attached

When you need to determine the stock unit to which a user is attached:

Please note: A stock unit may consist of one or more tills.



- Select the View Users option by touching the following sequence of icons:
  - Administration
  - Stock Unit
  - View Users

  The screen will display a list of users, in alphabetical order, with the stock unit for each user to the right of the user name.

  Please note: Users not attached to a live stock unit are shown as being attached to the default stock unit.

- Examine the screen to see whether the required user is displayed

  If the required user is not displayed:

  - Use any of the following icons to locate the user:

    Top - to go to the start of the list of users

    Up - to browse up the list of users

    Down - to browse down the list of users

    Bottom - to go to the end of the list of users

- View the stock unit which is attached to the user (displayed to the right of the relevant User Name)

- Touch the ✓ icon to return to the Administration Stock Unit screen.

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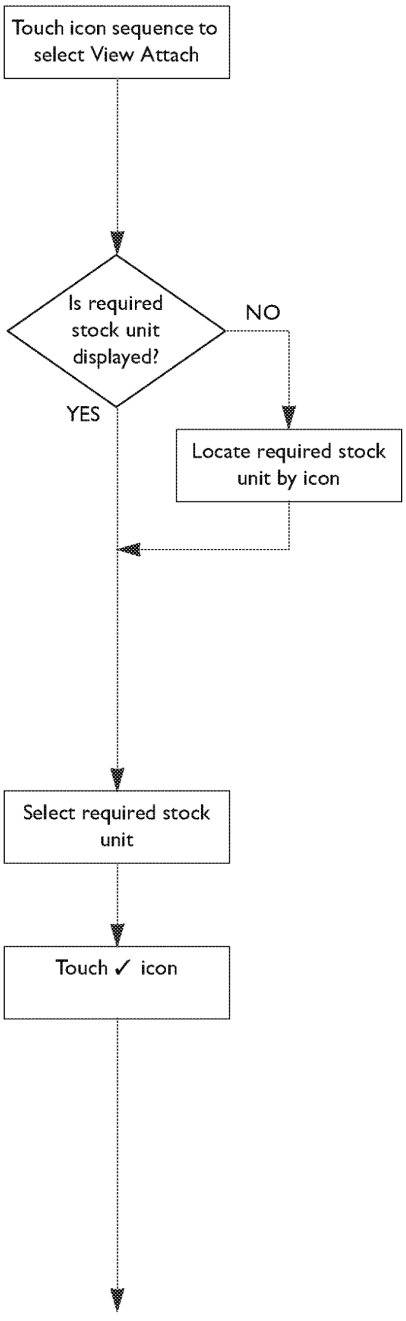
Stock unit administration

11.3 Viewing users attached to stock units

When you need to determine the users of a particular stock unit:

Please note: A stock unit may consist of one or more tills.



- Select the View Attach option by touching the following sequence of icons:
  - Administration
  - Stock Unit
  - View Attach

  The screen will display a list of stock units in alphabetical order.
- Examine the screen to see whether the required stock unit is displayed

  If the required stock unit is not displayed:

  - Use any of the following icons to locate the stock unit:

    Top - to go to the start of the list of stock units

    Up - to browse up the list of stock units

    Down - to browse down the list of stock units

    Bottom - to go to the end of the list of stock units
- Select the stock unit for which you wish to view users

  Please note: The stock unit selected will be highlighted in yellow.
- Touch the ✓ icon

  The screen will display the users for that stock unit.

  Please note: Only one user can be attached to an individual stock unit at any time.

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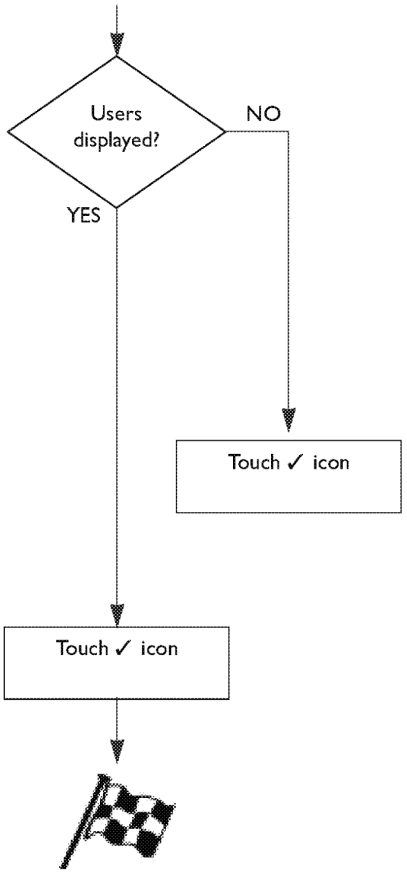
Stock unit administration



- Examine the screen to see whether any users are displayed

If there are no users attached to the stock unit:

The system displays a message saying that there no users attached to the selected stock unit.

- Touch the ✓ icon

The system will return to the stock unit selection screen.

- Touch the ✓ icon to return to the Administration Stock Unit screen

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12 Equipment Failure Checklist (dealing with equipment failure)

When you experience a problem with equipment, there are a number of checks that you must make before calling the Horizon System Helpdesk.

Please note: If any of these initial checks fails, call the Horizon System Helpdesk see subsection 19; Help Desks.

- Please follow the actions below carefully, according to the relevant equipment failure:

12.1 Processor failure

When the processor has failed:

- Check whether the processor is receiving power.

Please note: If the processor is not receiving power, it is silent and displays no green lights on the front panel.

If the power cable has become unplugged or pulled loose from the mains supply at the wall socket:

- Reconnect the power cable
- Restart the workstation (node) see System Administration; System initialisation; Restarting a workstation or see System Administration; System initialisation; Replacement of a Gateway workstation.

If possible:

- Check whether the power cable has become unplugged or pulled loose from the processor
- If this has occurred, call the Horizon System Helpdesk.

Please note: Do **not** try to reconnect the power cable in this instance.

If the cable connections are correct but the processor is silent and displaying no lights:

- Check whether the processor's on/off switch has been switched off. This may happen, for example, if the switch is knocked accidentally. If the processor is switched off, press the on/off switch to switch it back on, see System Administration; System initialisation; Restarting a workstation
- Check whether the monitor screen is plugged into the processor and is displaying a green light above its on/off switch (in which case the processor is faulty), if this is the case call the Horizon System Helpdesk.

If the processor is displaying lights but appears not to be operating:

- Check whether the light nearest the on/off switch (on the right hand side of the processor) which indicates that the processor is switched on and is receiving power, remains steadily on

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- Check whether the light next to the power light, which indicates computer activity, is in one of the following conditions:

- flashing on and off in bursts of activity (this will happen when the processor has just been switched on and is preparing itself for use)
- flashing briefly from time to time (this will happen when the processor is ready for use)

- Make a note of the condition of the lights since you will need to relay this information to the Horizon System Helpdesk
- Call the Horizon System Helpdesk.

If you need to carry out transactions and the processor is still not working:

- Check whether there is another workstation on which you can complete the transaction.

If there is another workstation available:

- Complete the transaction using the other workstation.

If another workstation is not available:

- Complete the transaction manually without entering any information onto the system
- Recover the transactions when the workstation is restored, using the relevant fallback procedure.

12.2 ISDN (Horizon telephone communication connection) line faults

When you experience difficulty with the ISDN communication line:

- Check whether the ISDN Network Termination Equipment (NTE) box is displaying a green light.

Please note: The NTE box is the grey BT box (telephone point) about six by four inches in size fixed to the wall of your office.

If the light on the NTE box is not on:

- Call the Horizon System Helpdesk.

If the light on the NTE box is on:

- If your office has a hub which forms the Local Area Network (LAN), check that this is displaying at least three green lights.

Please note: The hub is mounted on the inside lid of a small steel cabinet which is positioned approximately one metre from the floor, close to the ISDN point.

If any of the lights are not on:

- Call the Horizon System Helpdesk.

If the lights are on:

- Check whether the ISDN/LAN cables have become loose or disconnected.

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If a cable is loose or disconnected:

- Call the Horizon System Helpdesk.

Please note: Do **not** try to reconnect the power cable in this instance.

If you need to make a payment for the Order Book Control Service and the ISDN (NTE) fault has not been rectified:

- Follow the manual procedures for encashment see Transactions - Serve Customer - Part two; OBCS Pension & Allowances; OBCS during system failure.

12.3 Monitor (including touch screen) failure

When the monitor/touch screen has failed:

- Check whether a green light is visible below the right hand corner of the screen (this light indicates whether the monitor is switched on).

Please note: Even though the screen may not be working, the keyboard may still function. Make sure that you do not accidently press any keys on the keyboard as this will register on the system.

If the green light is not on:

- Check that the power switch by the light is in the 'on' position
- Leave the power switch in the 'on' position
- If possible, check whether the cable between the screen and the processor has been unplugged or has pulled loose.

If the cable is loose or disconnected:

- Call the Horizon System Helpdesk

Please note: Do **not** try to reconnect the power cable in this instance.

- Check whether the processor is working correctly by performing the processor checks (see paragraph 12.1; page 39).

Please note: The power for the monitor is supplied from the processor so if the processor is not powered, the monitor will not be powered either.

If the green light is on but the monitor screen is blank:

- Make sure that the contrast or brightness has not been turned down (the contrast and brightness controls are to the left of the power switch).

If the green light is on but the monitor screen shows nothing but white noise, becomes monochrome or has developed a peculiar colour tint:

- If possible, check whether the cables to the processor are properly connected (the cables plug into a socket at the opposite corner of the processor to the power switch).

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If the cables are loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

Please note: Do **not** try to reconnect the power cable in this instance.

If the screen appears to be operating:

- Check whether the touch controls are working.

If the screen appears to be operating but the touch controls are not working:

- Check whether the cables from the touch screen control unit at the back of the monitor have not been unplugged or pulled loose from the system unit.

If the cables are loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

Please note: Do **not** try to reconnect the cables in this instance.

If you need to carry out transactions and the monitor is still not working:

- Complete the transaction using an alternative workstation, if one is available
- If another workstation is not available, complete the transaction manually without entering any information onto the system.

For information on completing the transaction manually, see the appropriate procedure as shown below:

- for the AP Fallback procedure see Transactions - Serve Customer - Part one; Automated Payments; Automated Payments during system failure

For all other transactions, refer to the appropriate booklet of the Counters Operations Manual.

If you need to carry out transactions and the touch screen is still not working:

- Continue with the transaction using the keyboard instead of the icons on the touch screen.

Please note: The icons on the screen perform the same functions as the function keys F1 to F16, along the bottom left of the keyboard. The corresponding keys are shown on these icons.

Every screen button has a key board equivalent that is shown on the button. Some of these are underlined which means that they are selected by pressing and holding the alt key and the pressing the underlined character.

An example of this is 'deleting from the transaction stack of more than 3 items. UP to 3 items the T1, T2 & T3 keys can be used. When a larger transaction stack is opened, up to 9 buttons are displayed (T1, T2, T3, 0, 1, 2, 3, 4, 5) The 0, 1, 2, 3, 4, 5 can only be selected on the keyboard using the Alt key.

12.4 Bar-code reader failure

When the bar-code reader has failed:

- Check that the light beam is working correctly.

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System failure

When you point the bar-code reader at an object and pull the trigger, a flat beam of light should come out of the front of the reader and shine on the object.

Please remember: Never point the bar-code reader at your eyes.

If the reader is not giving out a light:

- Check that the cable from the bar-code reader is correctly plugged into the signal port and DC power supply port at the back of the system unit.

If the cable is loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

Please note: Do **not** try to reconnect the cable in this instance.

If the reader is giving out a light:

- Check whether the reader beeps when you scan a bar-code.

Please note: The bar-code reader light can function with only the power connected, but without a signal connection it will not be able to transmit the bar-code to the computer. A beep indicates that the bar-code has been read successfully.

If the bar-code reader does not beep:

- Check the reliability of the scanner by trying to scan several bar-codes.

Please note: In extreme light or dark, when there is interference, or when the scanner window has become clouded or dirty, the scanner's reliability may decrease. This means that the bar-code reader will not always be able to read bar-codes easily.

If the bar-code reader requires a few attempts to read a bar-code:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

If you need to carry out a transaction and the bar-code reader is still not working:

- Enter the bar-code manually by using the keyboard

Please note: All Horizon procedures that use bar-codes contain instructions advising you what to do if the bar-code cannot be read due to bar-code failure. You may alternatively complete the transaction using another workstation, if one is available.

12.5 Magnetic Card reader failure

If the Magnetic Card reader is not reading a card:

- Check that you have placed the card in the reader correctly (the magnetic strip should be visible and at the bottom of the card when entered)
- Check that the card you are trying to read is not faulty (e.g. the magnetic strip is not damaged or broken)
- Try reading the original card again.

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If the Magnetic Card reader still cannot recognise the original card:

- Enter the card details on the keyboard.

If, on its next use with a different card, the Magnetic Card reader does not recognise the card:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

If you need to carry out a transaction and the Magnetic Card reader is still not working:

- Enter the card number manually

Please note: All Horizon procedures that use Magnetic Cards contain instructions advising you what to do if the Magnetic Card reader fails.You may alternatively complete the transaction using another workstation, if one is available.

12.6 Keyboard failure

When the keyboard is not working:

- Check whether there are lights lit on the keyboard.

If no lights are on:

- Press the Caps Lock key
- Check that the Caps Lock light comes on.

Please note: Pressing the key a second time turns the light back off again.

If the Caps Lock light does not come on when you press the Caps Lock key:

- Check that the keyboard is plugged into the system unit.

If the cable is loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

Please note: Do **not** try to reconnect the cable in this instance.

If you need to carry out a transaction and the keyboard is still not working:

- Continue with the transaction using the touch screen as follows:

- if you need to enter letters and numbers, touch the Alphanumeric icon to display the on-screen keyboard
- to accept an entry, touch the ✓ icon
- to remove the whole entry, touch the ✗ icon
- to delete one character, touch the ⬅ icon

12.7 Smart Card reader failure

When the Smart Card reader has failed:

- Make sure the card is not damaged
- Make sure you have entered the card the right way round (if not, re-try).

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System failure

If the card is not damaged and is entered correctly:

- Contact the Horizon System Helpdesk.

Please note: You should complete the transactions using another workstation, if one is available.

12.8 Counter printer failure

When the counter printer has failed:

- Check that all the cables are connected and in place.

If any cables are loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76)

Please note: Do **not** try to reconnect the cables in this instance.

- Make a note of which lights are lit on the counter printer (including what colour they are and whether they are flashing).

If the ready light is flashing:

- Check that the printer lids are on properly
- Check whether there are consumables in the counter printer.

If the counter printer needs more consumables

- Try to replace the consumables (see paragraph 17.1; page 65).

If the counter printer is making any unusual sounds:

- Make a note of any sounds that the counter printer makes.

If there is still a problem with the counter printer following the preliminary checks:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76)
- Be ready to give the Helpdesk operator details of the state of the lights and any sounds made by the counter printer.

If a customer needs a receipt and the counter printer is still not working:

- Complete a manual receipt.

For information on writing manual receipts for:

- an AP transaction see Transactions - Serve Customer - Part one; Automated Payments; Completing manual receipts
- an EPOSS transaction refer to the appropriate Counters Operations Manual booklet

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If you need to print a report and the counter printer is still not working:

- Wait until the counter printer is restored or another workstation becomes available.

Please note: If a printer fault canot be rectified in time for information to be sent to a client you should use a manual summary where one is available (for example for Girobank).

Please remember: The report can be previewed on screen.

12.9 Office printer failure

When the office printer has failed:

- Check that all the cables are connected and in place.

If any cables are loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76)

Please note: Do **not** try to reconnect the cables in this instance.

- Make a note of which lights are lit and on which equipment, including:

- whether they are flashing
- what colour they are

- Check whether there are consumables in the printer.

If the printer needs more consumables

- Try to replace the consumables see paragraph 17.3; page 66 and see paragraph 17.4; page 68.

If the printer is making any unusual sounds:

- Make a note of any sounds that the printer makes.

If there is still a problem with the printer following the preliminary checks:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76)
- Be ready to give the Helpdesk operator details of the state of the lights and any sounds made by the printer.

If you need to print a report and the printer is not working:

- Leave outstanding office reports until the printer is functioning again
- Preview client summary reports and the cash account report on screen (this will enable them to be re-printed as soon as the printer is working again)

Please note: Mandatory reports must be printed and despatched as soon as possible after the printer is working, see Balancing; Miscellaneous; Reprinting an office report. If a printer fault canot be rectified in time for information to be sent to a client you should use a manual summary where one is available (for example for Girobank).

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System failure

12.10 Power failure

When an electricity power failure prevents you from carrying out transactions:

- Report the failure to the Horizon System Helpdesk as soon as possible (see paragraph 19.1; page 76)
- Complete transactions manually until power is restored.

For information on completing transactions manually see the appropriate procedure as shown below:

- for the AP Fallback procedure, see Transactions - Serve Customer - Part one; Automated Payments; Automated Payments during system failure

For all other transactions, refer to the appropriate booklet of the Counters Operations Manual.

12.11 Electronic scales failure

When you cannot enter the weight of an item on the system after an item is placed on the electronic scales attached to the Horizon System:

- Check that the scales have been switched on.

If the scales are switched on and are still not working:

- Report the fault to your normal electronic scales fault contact
- Continue the transaction by using electronic scales at an alternative counter position.

If there are no alternative sets of electronic scales available:

- Weigh the item on the manual scales
- Enter the weight of the item on the system using either the touch screen or the keyboard.

For information on using manual scales to mail an inland or overseas item, see Transactions - Serve Customer - Part three booklet; Using the scales; Calculating postage rates on the Horizon system using the weight obtained from the scales

If the normal electronic scales fault contact cannot repair the fault:

- Report the failure to the Horizon System Helpdesk as soon as possible. (see paragraph 19.2; page 76).

12.12 Repairing of faults

Hardware faults

When you report a hardware fault to the Horizon System Helpdesk (eg. a keyboard fault) and the operator allocates an engineer to your office:

- Keep a note of the arrival time the Helpdesk operator gives, so that you know when to expect them

Please note: If a courier is required to bring you a new part for the system, the operator will give you details about the arrival of the part.

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- Admit the engineer to your office, following existing security procedures

Please note: If the engineer does not have a POCL security pass, you must ask them for their Horizon security pass.

- Direct the engineer to the faulty equipment

When the engineer has completed their work, you will be asked if you are satisfied that the fault is fixed.

- Check whether the equipment is now working correctly

Please note: If you are not satisfied that the equipment is working correctly, advise the engineer, who should re-examine the fault. If the equipment continues to malfunction while the engineer is present, contact the Horizon System Helpdesk (see paragraph 19.1; page 76).

- Check whether the equipment has been damaged

If the equipment has been damaged:

- Ask the engineer to write a report, giving the details of the damage
- Sign the engineer's report, detailing the action taken.

Network faults

When there have been network faults (eg. when you are unable to contact other systems) and the system has displayed a warning message:

You will receive a telephone call from the Horizon System Helpdesk when these faults have been rectified.

- Check whether the Horizon system is then working.

If the system is not working:

- Contact the Horizon System Helpdesk (see paragraph 19.1; page 76), quoting your existing call reference number.

Software faults

When there have been software faults (ie your hardware is functioning but the system is not doing the things you would expect):

- Contact the Horizon System Helpdesk (see paragraph 19.1; page 76)
- Follow the instructions of the Horizon System Helpdesk operator
- Check whether the Horizon system is working.

If the Horizon system is still not working:

- Inform the Helpdesk operator
- Follow further instructions from the Helpdesk.

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System failure

12.13 Service Visit Report (SVR)

Whenever an engineer is sent to your office, on completion of his work, the office manager (or representative) will be required to sign the engineers Service Visit Report (SVR).

The SVR is a 3 part form which should be separated as follows:

- the engineer keeps the first part
- the second part is kept by your office
- the third part is a feedback questionaire to be completed by your office and sent to ICL Pathway

12.14 What to do if the system does not respond as you expect

If product details do not match:

If selected product details do not match what is expected (eg. the wrong price is displayed):

- Check that the product details are correct (eg. from Counter News, etc.)

If you have entered the product details correctly:

- Contact the Horizon System Helpdesk.

If you are unable to enter a product or PLU:

If you are unable to enter a product due to the icon or PLU selection not being available:

- Confirm whether the product should be available at your office by:
    - using references from previous transactions
    - referring to details in Counter News, etc

If the transaction is not acceptable in your office:

- Cancel the transaction.

If the transaction is acceptable at your office:

- Complete the transaction manually
- Contact the Horizon System Helpdesk.

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13 Identifying lost transactions following a system failure

If the Horizon system fails for any reason transaction information may be lost. This could either be information about a transaction that was in progress at the time of the failure or information about transactions that were completed and which has become corrupted as a result of the system failure.

As soon as the system is restored you must identify any lost transactions so that they can be recovered correctly.

The system will prompt you for recovery of lost Automated Payments transactions when it is restarted. For information on recovery of Automated Payments transactions see Transactions - Serve Customer - Part one; Automated Payments; Recovery of Automated Payments.

However you will have to identify and recover lost EPOSS and OBCS transactions yourself using the procedure below.

Daily Transactions

For example: Girobank, BT bills, National Savings, manual summaries used for despatch of documents.

- Produce a summary, and if dockets already despatched, cut off their Horizon reports
- Compare the manually summarised dockets with the automated summary
- Enter any manual summarised dockets despatched on to the Horizon system and produce automated summaries, and then cut off as per normal procedures
- Enter any transactions not entered, identified by available dockets, by bulk input. For information on bulk input of transactions, see Transactions - Serve Customer - Part three; System failure & recovery; Entering bulk transactions following system failure.

Weekly Transactions

- Produce summaries, cut off summaries if required
- Identify the dockets concerned and reconcile with the relevant summary
- Dockets not identified on summary require entry on to the Horizon system by bulk input. For information on bulk input of transactions, see Transactions - Serve Customer - Part three; System failure & recovery; Entering bulk transactions following system failure.

Transactions without summary (infrequent) and stock sales

- Select balancing/stock unit balance snapshot
- Print balance snapshot. For information on producing a stock unit balance snapshot, see Balancing; General stock unit activities; Producing a stock unit balance snapshot
- Compare your dockets and stock with the balance snapshot
- Adjust stock to reflect the actual position
- Enter onto Horizon system any non-stock transactions not on balance snapshot.

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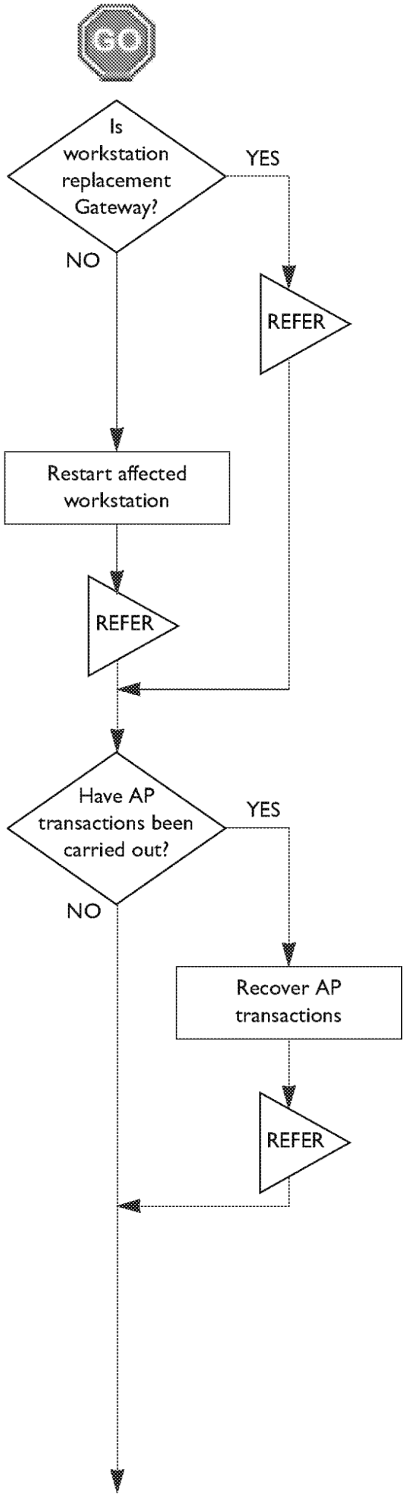
14 Recovery procedures after system failure



When you need to follow recovery procedures after a system failure for the workstation (node):

- Decide whether a Gateway workstation has been replaced

If the workstation is a replacement Gateway workstation:

For information on starting a replacement Gateway workstation, see System Administration; System initialisation; Replacement of a Gateway workstation.

If the workstation is not a replacement Gateway workstation:

- Restart the affected workstation (node).

For information on restarting a workstation see System Administration; System initialisation; Restarting a workstation.

The Horizon system will prompt you for AP recovery.

- Check whether any AP transactions have been carried out during system failure

If any AP transactions have been carried out during system failure:

- Recover the AP transactions.

For information on AP transaction recovery see Transactions - Serve Customer - Part one; Automated Payments; Recovery of Automated Payments

Please note: AP transactions should be recovered at the earliest opportunity.

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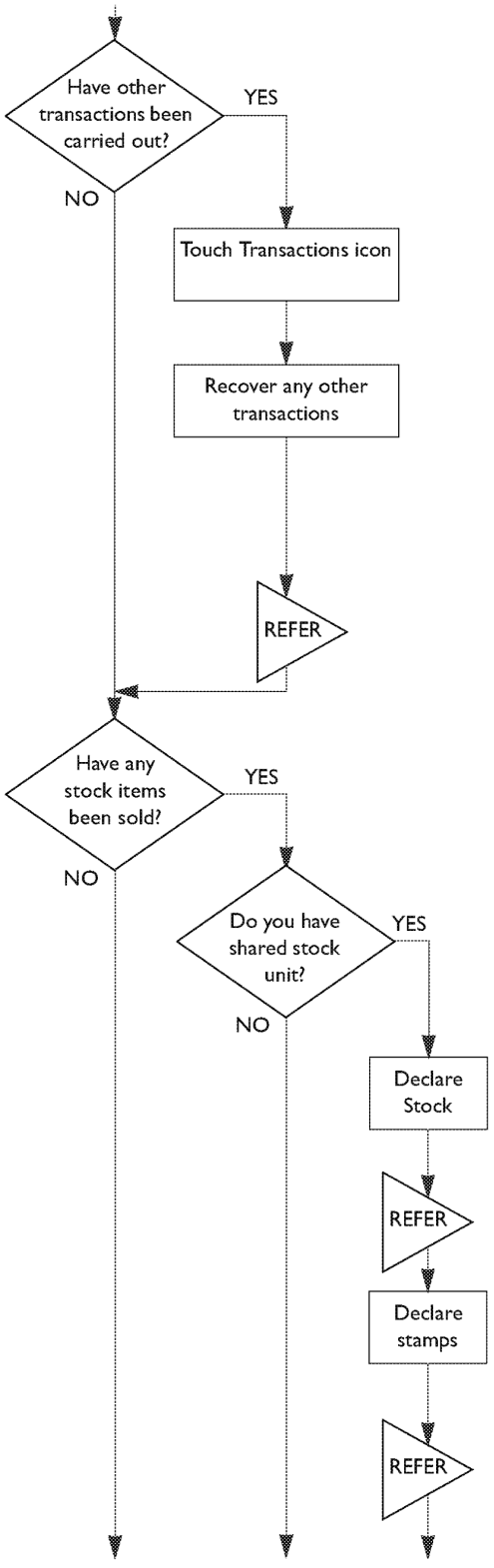
System failure



- Check whether any other transactions have been carried out during system failure

If any other transactions have been carried out during system failure:

- Touch the Transactions icon

- Recover any payment, receipt or transfer transactions carried out during system failure.

Please note: Any other procedures, such as order book receipt, that were delayed due to the system being unavailable should be completed.

For information on entering a large number of transactions onto the system after system failure, see Transactions - Serve Customer - Part three; System failure & recovery; Entering bulk transactions following system failure.

- Check whether any stock items have been sold during system failure

If stock has been sold during system failure:

- Decide whether you have a shared stock unit.

If you have a shared stock unit:

- Declare stock item and Methods of Payments (except cash) for all parts of the stock unit

For information on declaring stock for a shared stock unit, see Balancing; Shared stock unit declarations; Declaring stamps and stock.

- Declare all stamps for all parts of the stock unit

For information on declaring stamps for a shared stock unit see Balancing; Shared stock unit declarations; Declaring stamps and stock

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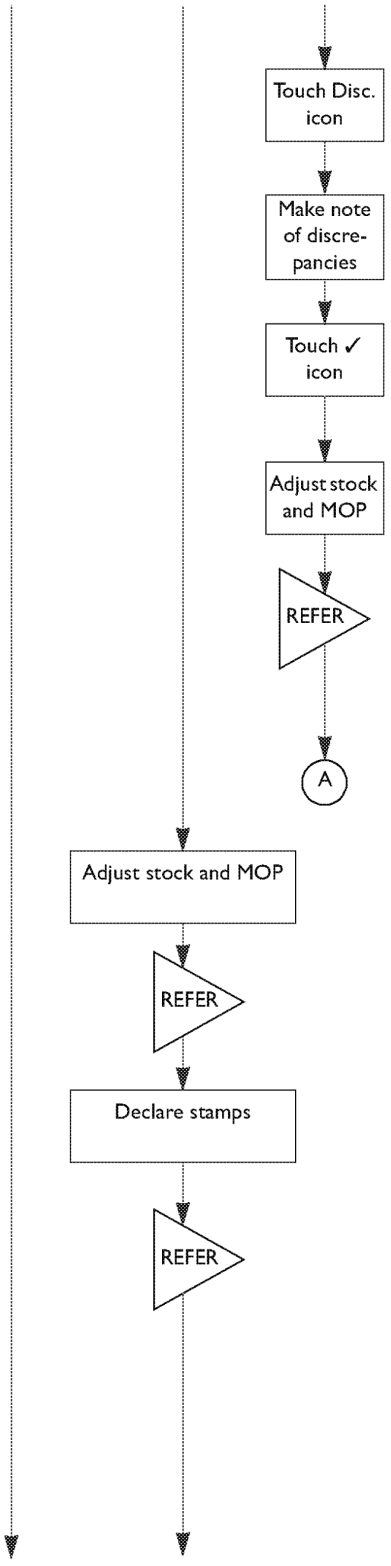
System failure



- Touch the Discrepancies icon
- Make a note of all discrepancies shown on the system
- Touch the ✓ icon
- Adjust the stock and MOP (except cash) by the amount of the discrepancies shown to make the system held totals match the actual stock on hand

For information on adjusting stock see Balancing; Balancing an individual stock unit; Adjusting stock

- Go to 'A' on page 54.

If you do not have a shared stock unit:

- Adjust the stock and MOP (except cash) to match current actual stock levels by counting the stock and comparing it with the screen totals

For information on adjusting stock see Balancing; Balancing an individual stock unit; Adjusting stock

- Declare your stamps

For information on declaring stamps see Balancing; Individual stock unit declarations; Declaring your stamps

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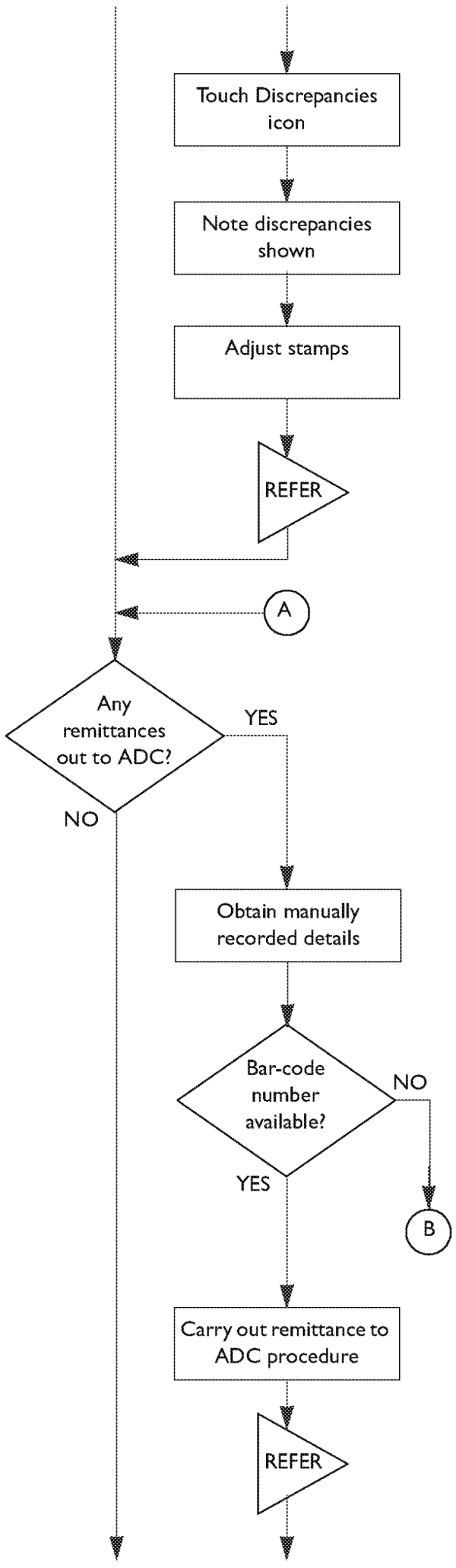
System failure



- Touch the Discrepancies icon

- Make a note of all discrepancies shown by the system

- Adjust the stamps by the amount of the discrepancies shown to make the system held totals match the actual stock on hand

For information on adjusting stock see Balancing; Balancing an individual stock unit; Adjusting stock

- Check whether any remittances to the ADC have taken place during the system failure

If any remittances to the ADC have taken place during system failure:

- Obtain the manually recorded details, including a list of all items in the remittance and the bar-code number of the pouch

- Decide whether the manually recorded pouch bar-code number is available

If the manually recorded pouch bar-code is not available:

- Go to 'B' on page 55.

- Carry out the remittance to the ADC procedure

For information on remittances to the ADC, see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances to the Automated Distribution Centre

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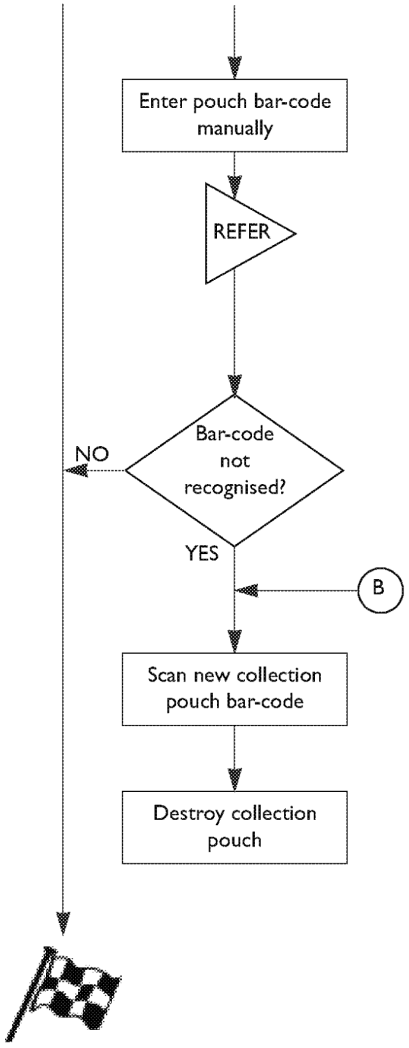
System failure



- Enter the pouch bar-code number manually.

For information on entering a pouch bar-code manually, see Transactions - Other - Part one; Transfers & remittances; Entering a remittance bar-code number manually.

- Examine the screen to see if the system is displaying a message telling you that the bar-code has not been recognised

If the system is displaying a message telling you that the bar-code has not been recognised:

- Scan a new collection pouch bar-code

- Destroy the collection pouch.

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15 Counter equipment

The counter workstation or node provided at your office consists of several pieces of equipment:

- the processor
- the keyboard (including the Magnetic Card reader and the Smart Card reader)
- the monitor (including the touch screen)
- the bar-code reader
- the counter receipt printer

You will also receive a larger printer for printing additional reports such as Cash Accounts and client summaries, which will be either:

- the inkjet printer
- the laser printer

The workstation that is the connection between your office and the central system is known as the Gateway Workstation. During initialisation this will be identified by the words 'Gateway Workstation' in the top left hand corner of the screen. After installation the monitor should be labelled (this is normally done by the engineer) so that the Gateway Workstation can always be located easily.

The following sections describe each piece of equipment and tell you what the equipment does.

15.1 The processor

The processor is the 'brain' of the system. It receives information from other parts of the Horizon system, processes it as necessary and sends information out again. For example, when you want to print a receipt, you send the request to the processor by touching an icon on your screen or by pressing a key on your keyboard. The processor then instructs the counter receipt printer to print the receipt.

The processor has:

- an on/off switch
- a power-on indicator (when the power-on indicator is green, you know that the processor is switched on)
- two other lights, below the power-on indicator (when information is being processed these lights will sometimes flash on and off)

Please note: Never switch the processor off unless you are moving a trolley.

* Please ensure that the air vents on the sides of the processor are kept clear at all times, to prevent the processor from overheating.

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Equipment information and maintenance

15.2 The keyboard

You can use the keyboard, like the touch screen, to communicate with the processor.

It also incorporates four main groups of keys:

- the alpha keys (the top four rows of keys); the keys are arranged similar to the typewriter keyboard layout, but you cannot type numbers here

Please note: The backspace key may be used to delete incorrectly entered information.

- the numeric keypad (the middle block of keys on the lower part of the keyboard); you can use this to type numbers as an alternative to the numeric and alphanumeric keypad displays on the screen. The keypad also includes three extra keys:
    - PLU, which displays the PLU sale input screen
    - RECPT, which prints a receipt
    - ENTER, which can be used to enter data or settle transactions
- the function keys (the left hand block of keys on the lower part of the keyboard); these keys are programmed so that when you press them, a specific Horizon system function is carried out

Please note: It is important to remember that the function keys can be used as an alternative to some of the touch screen icons.
The corresponding function key is shown in the bottom right hand corner of the touch screen icon.

- the navigation keys (the right hand block of keys on the lower part of the keyboard); you can use these keys to move around the system as an alternative to the touch screen icons
  The navigation keypad also includes the following extra keys:
    - PREV, which returns you to the previous screen or menu
    - DEL, which can remove a transaction from the stack
    - HOME, which can return you to either the Desktop or to the Serve Customer screen
    - PAGE UP, which takes you to the next page up in stacks and pick lists
    - PAGE DOWN, which takes you to the next page down in stacks and pick lists
    - HELP, which will show you any help text
    - UNDO, which has the same function as the ✗ icon on the screen
    - T3, which you use to select a transaction third from the bottom of the stack
    - T2, which you use to select a transaction second from the bottom of the stack
    - T1, which you use to select a transaction at the bottom of the stack
    - END, which enables you to navigate to the end of the stack
    - arrow keys, which you can use to scroll up and down a picklist

Please note: The MORE key on the keypad does not have any function on the Horizon system at this time.

The keyboard contains the Magnetic Card reader and the Smart Card reader.

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15.3 The Magnetic Card reader

When you swipe a Magnetic Card through the reader, the information in the magnetic strip is passed to the processor. You can use Magnetic Cards to process various customer transactions.

To swipe a Magnetic Card:

- Pick up the card
- Make sure that the magnetic strip is facing you and that it is on the bottom of the card
- Place the card in either the left hand or the right hand side of the reader slot, ensuring that it is resting firmly on the bottom of the slot
- Swipe the card through the slot, either left to right or right to left.

The reader has three status indicator lights, as follows:

- a green light means that the reader has read a card successfully
- an orange light means that the reader is reading a card
- a red light means that the card swipe has been unsuccessful (if a valid Magnetic Card was swiped correctly)

15.4 The Smart Card reader

When you insert a Smart Card into the slot of the reader, information is passed to and from the processor. A Smart Card called the Postmaster Memory Card (PMMC) is used as part of the start-up process to allow access to the data held by the Horizon system. Smart Cards can also be used for making Automated Payments.

The gold contact pad must be facing the front of the keyboard. The reader light will turn to orange to indicate the card is being read. If the light turns red, there is a fault on either the reader or the card.

15.5 The monitor

The monitor displays information relating to the current activity. There are two types of monitor: Micro Touch and Flat Panel Display.

It has (in order from the right hand side):

- a power-on indicator
- an on/off switch
- dials (that enable you to control the contrast and brightness of the screen display)

Please note: The remaining four dials (for width and horizontal control) are blanked off to prevent adjustment.

The monitor has a touch-sensitive screen, which means that you can send information to the processor by touching specific parts of the screen with your finger. Some of the functions that you perform on the touch screen can also be performed using the keyboard.

Please note: You must not touch the screen with other objects, such as pens or pencils. You may damage the screen if you touch it with anything other than your finger.

- Please ensure that the monitor is switched on at the beginning of the day and switched off at the end of the day.

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Equipment information and maintenance

15.6 The bar-code reader

You can use the hand-held bar-code reader to read bar-codes for various products and transactions, for example, bar-coded order books, bar-coded bills payments, LFS pouch collection and delivery. To scan a bar-code:

- Hold the item with the bar-code facing upwards
- Hold the bar-code reader about 3 inches above the bar-code at an angle of about 45 degrees
- Pull the trigger underneath the head of the bar-code reader.

You should see a red light in the head of the bar-code reader. If you do not see this light, see subsection 12; Equipment Failure Checklist (dealing with equipment failure).

Please note: Do not point the bar-code reader straight into your eyes.

- Move the head of the bar-code reader over the bar-code so that the red light shines in a line horizontally across the bar-code.

If the scan is successful, the bar-code reader will beep.

- Release the trigger.

If the bar-code is not read successfully on your first attempt:

- Scan the bar-code again, varying the distance and angle at which you are holding the reader.

If after three attempts the bar-code has still not been read:

- Enter the details manually, according to the relevant procedure.

If there is a continual problem with failure to read bar-codes:

- Please report this to the Horizon System Helpdesk.

15.7 The counter receipt printer

You can use the counter receipt printer to issue receipts for your customers and to produce some reports. The printer holds a roll of paper which is used for printing the receipts and reports. It also has a slot at the front into which you feed various client summaries. The receipt printer has:

- an on/off switch, located at the back of the printer
- a 'Ready' light, which shows green and shines steadily when the printer is operating correctly

Please note: If the 'Ready' light starts flashing, there is a problem with the printer. The Equipment Failure Checklist (see subsection 12; Equipment Failure Checklist (dealing with equipment failure)) gives details of the checks you should carry out if this happens.

- a 'form' light, which operates only when you are carrying out a transaction where you need to feed a receipt slip

Please note: When you need to feed a summary slip into the printer, the light flashes on and off. Once you have successfully inserted a slip, the light shines steadily.

- three buttons (Feed, Release, and Resume) which you should use when you are loading paper (see subsection 17; Ordering and installing consumables)

Please ensure that the counter printer is switched on at the beginning of the day and switched off at the end of the day.

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15.8 The inkjet printer

This is used to print reports, such as client summaries, Cash Accounts and a variety of system generated reports which may be produced daily or weekly.

The printer has an on/off switch on the right hand side of the paper support unit.

* Please switch the printer off when not in use (to conserve energy).

The inkjet printer 's control panel contains the following buttons:

- Cleaning, which you use to start the print head cleaning cycle
- Load/Eject, which you use to load or eject a sheet of paper (move the print head unit to the cartridge replacement position and return the print head to the home position once the cartridge has been replaced)

The inkjet printer's control panel contains the following lights:

- Power (which is lit when the printer is turned on and which flashes when the ink cartridge or print head unit is being replaced, or when the print head unit is being cleaned)
- Ink Out (which is lit when the ink cartridge is empty or not installed and which flashes when the ink levels are low)
- Paper Out (which is lit when the printer runs out of paper and which flashes when a paper jam occurs).

For information on how to load paper, see subsection 17; Ordering and installing consumables.

15.9 The laser printer

In a similar way to the inkjet printer, this is used for client summaries, Cash Accounts and a variety of system generated reports. There are two types of laser printer: a Panasonic and an Okipage.

The Panasonic laser printer

The Panasonic laser printer has an on/off switch on the left hand side of the power connector plug, beneath the paper tray.

* Please switch the printer off when not in use (to conserve energy).

The laser printer features a 'Print/Reset' button, on the top right hand side, which enables you to execute the two following functions:

- If the 'Ready' indicator light is on, you can print a test page by holding down the 'Print/Reset' button for about five seconds (Reset the printer by pressing the button again until all three indicator lights are lit)
- If the 'Ready' indicator light is flashing, press the 'Print/Reset' button for about five seconds, so that you can print any remaining data; for example when you have run out of paper while printing a receipt (Reset the printer by pressing the button again until all three indicator lights are lit)

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Equipment information and maintenance

The laser printer contains the following lights:

- 'Error': if this is flashing when no other indicator lights are lit, the paper tray is empty; if it is flashing with the 'Toner/Process Unit' light lit at the same time, the process unit is not installed

Please note: For information on how to load paper, see subsection 17; Ordering and installing consumables.

- 'Ready' which is lit when the printer is ready to print
- 'Toner/Process Unit': if this is lit while the 'Error' light is flashing, the process unit is not installed; if it flashes slowly on its own, the toner may be empty; if it flashes quickly, the toner may be empty and the life cycle of the process unit may have expired

The Okipage laser printer

The Okipage laser printer has an on/off switch towards the rear on the bottom left hand side.

- Please switch the printer off when not in use (to conserve energy).

The printer has a control panel in the bottom right hand corner on the front. It contains three lights, an error light, a manual feed light and a ready light. It also contains a front panel switch.

- If the error light is flashing slowly it means that the toner is low and requires changing.
- If the error light is flashing quickly it means that there is a problem with the paper, i.e. the paper has run out, has jammed or the printer cover is open.
- If the manual feed light is flashing it means that paper needs to be manually inserted.
- If the ready light is flashing slowly it means that the printing process is being cancelled.
- If the ready light is flashing quickly it means that printing is in progress.
- If all three lights are flashing it means there is a program or hardware error. The printer should be switched off and on again and if the error is not corrected it should be reported to the Horizon System Helpdesk.

15.10 Moveable outlets

A number of outlets in the post office are classed as moveable. In these outlets the standard installation of Horizon equipment, where it becomes part of the infrastructure of the office, cannot be accommodated. The Horizon equipment for these outlets is mounted on a trolley.

15.11 Potential safety risks

If the outlet manager or any Post Office Counters Ltd staff discover or suspect that any part of the Horizon System or environment presents a safety risk, then this must be reported immediately to the Horizon System Helpdesk. The helpdesk will instruct the caller to switch off any electrical equipment or take any necessary remedial action until an engineer can attend the affected site. When an engineer arrives in site he will assess the situation and take appropriate action to remove the risk.

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16 Care of equipment

Please remember: Do not allow your office staff to move or relocate any Horizon equipment installed in your office.

16.1 The processor

Please ensure that you follow these instructions at all times:

- Do not disconnect any cables that are plugged into the processor and do not add any new connections
- Always keep at least a 60 mm gap by the air vents (on the sides of the processor) clear of any obstruction
- Never swith the processor off unless you are moving a trolley.

16.2 The keyboard (including Magnetic Card reader)

Please note: Do not clean the Magnetic Card reader.

- Always keep your keyboard clean to facilitate the entering of data on the system.

To clean the keyboard:

- Use the approved anti-static cleaner and lint-free cloth
- Wipe lightly over the keyboard and keys

If you accidentally press any keys while you are cleaning them:

- Press the key that will undo the function of the key that you have pressed accidentally.

If you suspect that a foreign body (such as a paper clip) has fallen into the Magnetic Card reader:

- Contact the Horizon System Helpdesk (see paragraph 19.2; page 76).

16.3 The Smart Card reader

Please note: Do not clean the Smart Card reader.

If you suspect that a foreign body (such as a paper clip) has fallen into the Smart Card reader:

- Contact the Horizon System Helpdesk (see paragraph 19.2; page 76).

16.4 The monitor (including touch screen)

Please ensure that you follow these instructions at all times:

- Do not obstruct the air vents on the monitor as this will impede the ventilation.

In order to clean the monitor screen:

- Switch the monitor off
- Use the approved anti-static cleaner and lint-free cloth
- Wipe over the touch screen and surrounding casing

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- Do not apply undue pressure when cleaning the touch screen

Please note: You must decide how often you need to clean your screen, bearing in mind that it is your responsibility to keep the environment as clean and tidy as possible.

16.5 The bar-code reader

Scanning will become more difficult if the scan window is not kept clean.

If the window is visibly dirty, or if the bar-code reader is not scanning well:

- Clean the scan window (and the rest of the scanner) by using the approved anti-static cleaner and lint-free cloth.

16.6 The counter receipt printer

If the printouts are dirty, the printer should be cleaned as follows:

- Switch the printer off
- Remove the paper and ribbon from the printer (see paragraph 17.1; page 65)
- Apply a small smount of the anti-static cleaner to a lint-free cloth
- Clean the visible area of the rubber roller, using the lint-free cloth
- Using a dry lint-free cloth, wipe the rubber roller dry
- Switch the printer on
- Using the Feed key, advance the rubber roller until an uncleaned area is exposed
- Repeat this procedure until all the rubber roller has been cleaned.

16.7 The inkjet printer

The inkjet printer should be cleaned whenever you feel it is necessary, as follows:

- Switch the printer off
- Remove any paper from the sheet feeder
- If the outer casing is dirty, clean with the approved anti-static cleaner and lint-free cloth.

If the print quality diminishes, use the built-in head cleaning cycle to ensure that the nozzles are delivering ink properly as follows:

- Check that the printer is turned on but not being used
- Press the 'cleaning button' on the control panel to clean the print head (the 'Power' light flashes during the cleaning cycle)
- When the 'Power' light stops flashing, check whether you can print something satisfactorily.

If the print quality does not improve:

- Press the 'Cleaning' button again and repeat the process.

If the print quality does not improve after you have repeated the process three times:

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- Contact the Horizon System Helpdesk.

Please note: To avoid wasting ink, clean the print head only when the print quality declines.

Testing the inkjet printer

If there is a problem with the printer, you can perform a self test.

The self test begins by printing on the first and last lines of the first sheet of paper to measure the page length. The printer then prints character samples on the next sheet of paper.

In order to carry out a self test:

- Check that paper is loaded in the sheet feeder before starting the self test
- Use the supplied paper
- Check that the printer is turned off
- While holding down the 'Cleaning' button, turn the printer on, continue to hold down the button until the two red lights go off
- When the printer pauses between printing each page, press the 'Load/Eject' button to print the next page
- To end the self test, turn off the printer while it is paused.

If the self test did not print satisfactorily after three attempts:

- Call the Horizon System Helpdesk (see subsection 19; Help Desks).

16.8 The laser printer

The external cabinet of the laser printer

The cabinet should be cleaned whenever you feel it is necessary, as follows:

- Switch off the power
- Clean with the approved anti-static cleaner and lint-free cloth
- Do not clean inside the laser printer. Contact the Horizon System Helpdesk for an engineer if you think the laser printer needs cleaning inside.

The LED array

- Clean the LED array (the black strip located under the top cover)on the Okipage laser printer whenever:

- you install a new toner cartridge
- you see faded vertical lines or light printing down the page
- the printing is fuzzy or blurred

- Wipe along the array gently, using the lint-free cloth.

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17 Ordering and installing consumables

17.1 Ordering consumables

Further supplies of Horizon consumables can be obtained as follows:

- Complete an order form in the Horizon Consumable Order Pack indicating your requirements
- Post the top copy of the order form directly to the supplier, using the label provided
- Keep the bottom copy to check the goods on receipt (the order will normally be delivered within five days of posting).

If the order has not been received within seven working days:

- Contact Dataform directly on GRO quoting your order number which is displayed on the top right hand corner of the order form.

Please note: Emergency orders, delivered within 24 hours, may also be placed by telephoning Dataform directly. These should only be requested when there is no time to follow the normal procedure of ordering by post.

17.2 Counter printer

Changing the ribbon cassette

You will see when the ribbon cassette needs changing because the printer starts to produce faint, and not easily legible, receipts or reports.

The printer does not stop working when this occurs; you will have to pick an appropriate time to change the cassette.

To change the ribbon cassette:

- Turn off the printer
- Open the cassette cover.

You will see an outward arrow head on either side of the ribbon cassette.

- To remove the used ribbon cassette, pinch the ribbon cassette gently at the arrow heads with finger and thumb, then lift and rock the cassette back and forth

Please note: Do not pull the cassette straight up.

- Hold the new ribbon cassette with the plastic guide facing away from you and insert the front of the cassette into the carriage

Please note: It is important to fit the front edge (i.e. the edge nearest to the front of the printer) of the ribbon cassette, into the carriage first. Do not place the ribbon cassette flat on the carriage.

- Rock the ribbon cassette forward towards the print head and then press down on it until the tabs on the cassette snap into the clamps on the carriage
- Tighten the ribbon by turning the knob on the cassette clockwise
- Close the cassette cover

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- Turn the printer back on.

Please note: Please ensure that you always have a sufficient stock of both paper rolls and ribbon cassettes.

Changing the paper roll

You will see when the paper roll needs changing because the 'Ready' light on the printer starts to flash orange and green and the printer stops (advance warning is provided as the tally roll displays a warning colour for the last metre).

To make the printer start working again, change the paper roll in the following way:

- Turn the printer on
- Open the paper cover
- Press the'Feed' and 'Resume' buttons at the same time to remove any unused paper safely from the printer

Please note: Do not pull the paper backwards to remove it from the printer as this may cause a problem with the printer.

- Tear off a clean edge on the new roll to make it easier to load the paper
- Place the roll in the printer so that the paper unwinds from the bottom (front)
- Slide the edge of the paper over the small metal roller and into the gap between the small metal roller and the large rubber roller
- Press the 'Feed' button until 30cm of paper are loaded. You may need to apply slight downward pressure to the receipt paper to feed it into the printer

Please note: If at any time the paper does not feed, repeat the last two steps. If this does not solve the problem, remove the paper and start again.

- Thread the paper through the slot in the top cover
- Close the paper cover
- Tear off any excess paper.

17.3 Inkjet printer consumables

Replacing the ink cartridge

A flashing 'Ink Out' light indicates that the ink cartridge is low in ink. When the ink cartridge is empty, the printer stops automatically and the 'Ink Out' light is lit continuously.

Please note: If you replace the ink cartridge with a new one before the 'Ink Out' light flashes, the ink end indicator will not work correctly with the new ink cartridge.

To replace the ink cartridge:

- Check that the 'Ink Out' light is flashing or on and that the printer is paused (do not turn the printer off)
- Open the printer cover, using the tabs on both sides

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- Hold down the Load/Eject button for about five seconds until the print head unit moves left slightly to the cartridge replacement position (the Power light begins flashing)

Please note: The print head automatically returns to the home (far right) position after about 60 seconds if you do not begin the replacement.
Do not move the print head unit by hand. Always use the Load/Eject button to move it, otherwise you may damage the printer.

- Lift the ink cartridge clamp as far as it will go; the cartridge will rise partly out of the ink cartridge holder
- Lift the cartridge out of the printer and dispose of it properly (do not take the used cartridge apart or try to refill it)

Please note: If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water.

- Open the ink cartridge packet
- Remove the throw-away tape seal from the top of the cartridge only

Please note: You must remove the top throw-away tape seal from the cartridge. If you leave the top tape on when you install the cartridge, you will permanently damage the cartridge.
Do not remove the tape seal from the bottom of the cartridge. If you remove the tape seal, ink will leak from the cartridge.

- With the label face up and the arrow mark pointing to the rear, lower the ink cartridge into the holder (do not push down on the ink cartridge)
- Press the ink cartridge clamp down until it locks into place

Please note: Once you have installed the ink cartridge, do not open the clamp again until you next replace the ink cartridge, otherwise, the cartridge may become unstable.

- Press the Load/Eject button to return the print head unit to its home (far right) position; the printer charges the ink delivery system

Please note: Even if you do not press the Load/Eject button, the printer will move the print head unit back to its home position about 60 seconds after you replace the ink cartridge.

During the ink charging process, the Power light flashes.

- Never turn off the printer while the Power light is flashing, as this can result in incomplete charging of printer ink
- Close the printer cover
- Enter data to resume printing.

Loading paper into the inkjet printer

To load paper into the inkjet printer:

- Check that the paper thickness lever is set to the plain paper position
- Push down the left edge guide lock lever and slide the left edge guide to the left as far as it will go

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- Load a stack of paper with the right edge of the paper resting against the right side of the sheet feeder

Please note: Do not load paper above the arrow mark which is located on the inside surface of the edge guide.

- Slide the left edge guide against the left edge of the paper, then set the lock lever up to the left edge guide
- Remove the paper
- Fan the stack of paper, then tap it on a flat surface to even the edges
- While holding the printable side of the paper towards you (as indicated by the arrow on the paper packet), insert it gently straight up and down into the printer
- Rest the paper against the paper support (this ensures that the paper is properly loaded in the paper path).

Setting the paper thickness lever

The paper thickness lever has two settings:

- plain paper
- thick paper

- Set the lever to the position that best suits the medium that you are using for printing.

Setting the adjust lever

When you are printing on thick paper or if ink smears on your printout:

- Set the adjust lever to the + position.

To change the setting:

- Open the printer cover and position the lever.

Please note: When you are changing this setting, check that the printer is switched on but not being used and that there is no paper in the sheet feeder or paper path.

17.4 Laser printer consumables

Adding toner to the process unit - for the Panasonic laser printer

If the toner/process unit indicator is blinking slowly (at intervals of about 2.5 seconds) the toner may be empty.

To add toner to the process unit of the laser printer:

- Turn the printer off
- Open the left cover of the printer by gently pulling the cover release tab
- Remove the process unit by holding the green labelled tabs and pulling it towards you

Please note: Do not expose the process unit to light or direct sunlight for more than five minutes.

- Open the toner cover of the process unit

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- Remove the affixed protective sheet from the toner cartridge
- Place the toner cartridge on the process unit and slide the toner cartridge to the left until it stops
- Shake the process unit and tap the toner cartridge to let the toner fall into the process unit (please be careful not to get any ink dust on your clothes)
- Remove the toner cartridge by sliding it to the right and lifting
- Close the toner cover of the process unit
- Re-install the process unit by holding the green labelled tabs and pushing it firmly into the printer.
- Close the left cover of the printer.

Installing a new process unit - for the Panasonic laser printer

When the toner process unit indicator is lit continuously and blinking quickly (with an interval of about 1 second), you need to install a new process unit.

To prevent any damage to the process unit, take the following precautions:

- Do not touch the green drum surface (lift the process unit by holding the green labelled tabs)
- Never expose the process unit to light for more than five minutes or to direct sunlight
- Do not keep the process unit near dust or dirt
- Do not place the process unit in a high humidity environment.

To install a new process unit:

- Open the left cover of the printer by gently pulling the cover release tab
- Remove the old process unit by grasping the green labelled tabs and pulling it towards you
- Open the plastic bag containing the new process unit and remove the unit
- Remove the sealing film
- Remove the protective sheet
- Remove the tapes
- Install the process unit by grasping the green labelled tabs and pushing it firmly into the printer.
- Close the left cover of the printer.

Loading paper into the Panasonic laser printer

To load paper into the laser printer:

- Open the output tray (top cover)
- Extend the paper support by sliding it upward
- Open the paper tray

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- Separate the paper guides to the approximate width of the paper (refer to the size indicators above the paper guides for accurate paper width)

Please note: When Letter size paper is required, remove the guide caps by pulling them upward before loading the paper, and store the guide caps in a safe place. Before using A4 size paper, replace the guide caps with their plain sides inward.

- Fan the stack of paper and tap it on a level surface to avoid paper jams or printing going askew
- Place the paper in the paper tray and adjust the paper guides to the paper size (the height of paper should not exceed the limit mark on the paper guide or it may cause a paper jam).
- Keep the following points in mind:

- if the paper guides are not adjusted properly, the printout may be askew
- if you load paper of different types or thicknesses in the paper tray at one time, this may cause a paper jam
- when you add more paper to the paper tray, first remove the remaining paper from the tray and then place the entire stack of paper into the tray
- you should check that the paper is loaded with the print side up
- although it is possible to load up to 100 sheets of supplied paper in the paper tray, 50 sheets is a more advisable number as more than this may cause a paper jam

Replacing the Okipage laser printer's toner cartridge

Please note: Do not remove the new cartridge from its packaging until you have shaken it to distribute the toner evenly.

To replace the laser printer's toner cartridge:

- Turn the printer off
- Open the printer cover and remove the used toner cartridge

Please note: Opening the cover exposes hot sufaces which are clearly labelled. **Do not** touch them.

- Shake the new toner cartridge gently to distribute the toner evenly
- Take the cartridge out of its packaging and remove the tape
- Insert the toner cartridge
- Push the lock lever forward
- Close the printer cover.

Replacing the Okipage laser printer's image drum

Please note: To prevent any damage to the drum cartridge you must observe the following guidelines:

- Do not touch the green drum surface
- Do not set the cartridge down on anything that might scratch the surface of the drum
- Do not expose the drum to direct sunlight and or leave it exposed to room light for more than five minutes
- Do not take the new drum out of the packaging until you are ready

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Equipment information and maintenance

When you need to replace the laser printer's image drum:

- Turn off the printer
- Open printer cover and remove the protective sheet
- Insert the new image drum
- Remove the protective plastic cover from the toner well in the image drum unit
- Insert the toner cartridge.

Loading paper in the Okipage laser printer

When you need to load paper in the laser printer:

- Set the left paper guide to the marker for the required size and move the right guide to a position slightly wider than your paper width
- Insert the paper so that it is up against the left paper guide and check that it is not skewed

Please note: The paper feeder handles up to 100 sheets of 75 g/m2 paper

- Adjust the right paper guide to fit against the edge of the paper. Do not move the left guide again as this may cause the paper to skew as it is fed in
- Lift the paper out of the tray again slightly (about 1 cm) and re-insert it gently, allowing it to drop under its own weight. Do not force it down.

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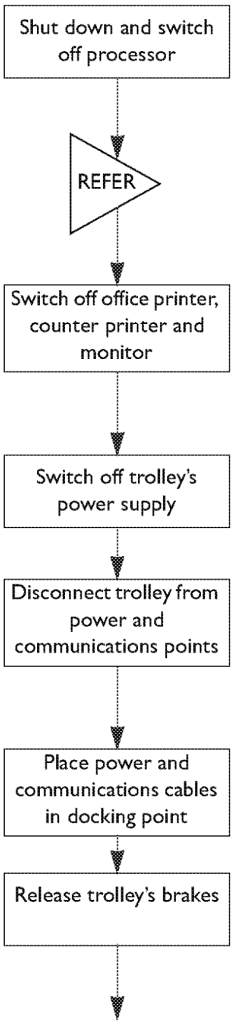
18 Moveable outlets

Use these procedures when you need to move a dual operation location trolley, either from or to its point of service:

Please note: To ensure that the end-of-day activities take place correctly, the trolley's communications cable must be connected by 19:00. This can be at either the point of service or the point of storage. If you need to move the trolley between 19:00 and 20:00, this must be done as swiftly as possible.

18.1 Moving a trolley from its point of service to its point of storage

When you need to move a dual operation location trolley from its point of service to its point of storage:



- Shut down and switch off the workstation's processor

  For information on shutting down a processor, see System Administration; Accessing the system; Restarting and switching off a processor.

- Switch off the office printer, counter printer and monitor

- Switch off the trolley's power supply at the power point

- Disconnect the trolley from its power and communications points

- Place the power and communications cables in their docking point on the trolley

- Release the trolley's brakes

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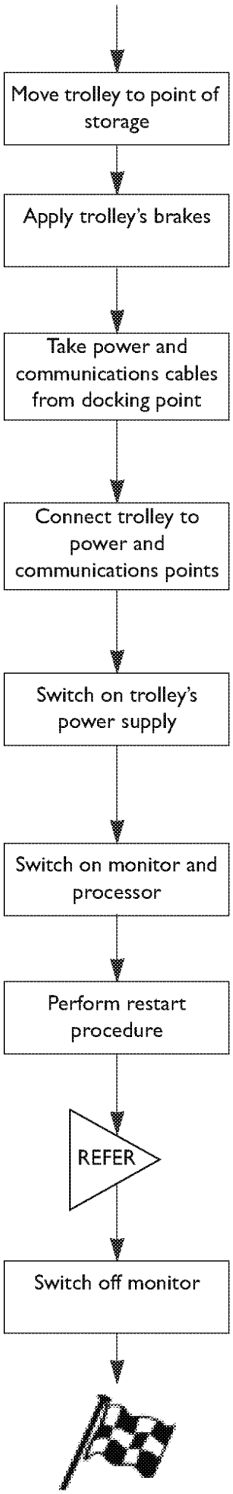
Equipment information and maintenance



- Move the trolley to its point of storage
- Apply the trolley's brakes
- Take the power and communications cables from their docking point
- Connect the trolley to its power and communications points
- Switch on the trolley's power supply at the power point
- Switch on the monitor and processor
- Perform the restart procedure, omitting the logging on step

  For information on performing the restart procedure see System Administration; System initialisation; Restarting a workstation.
- Switch off the monitor

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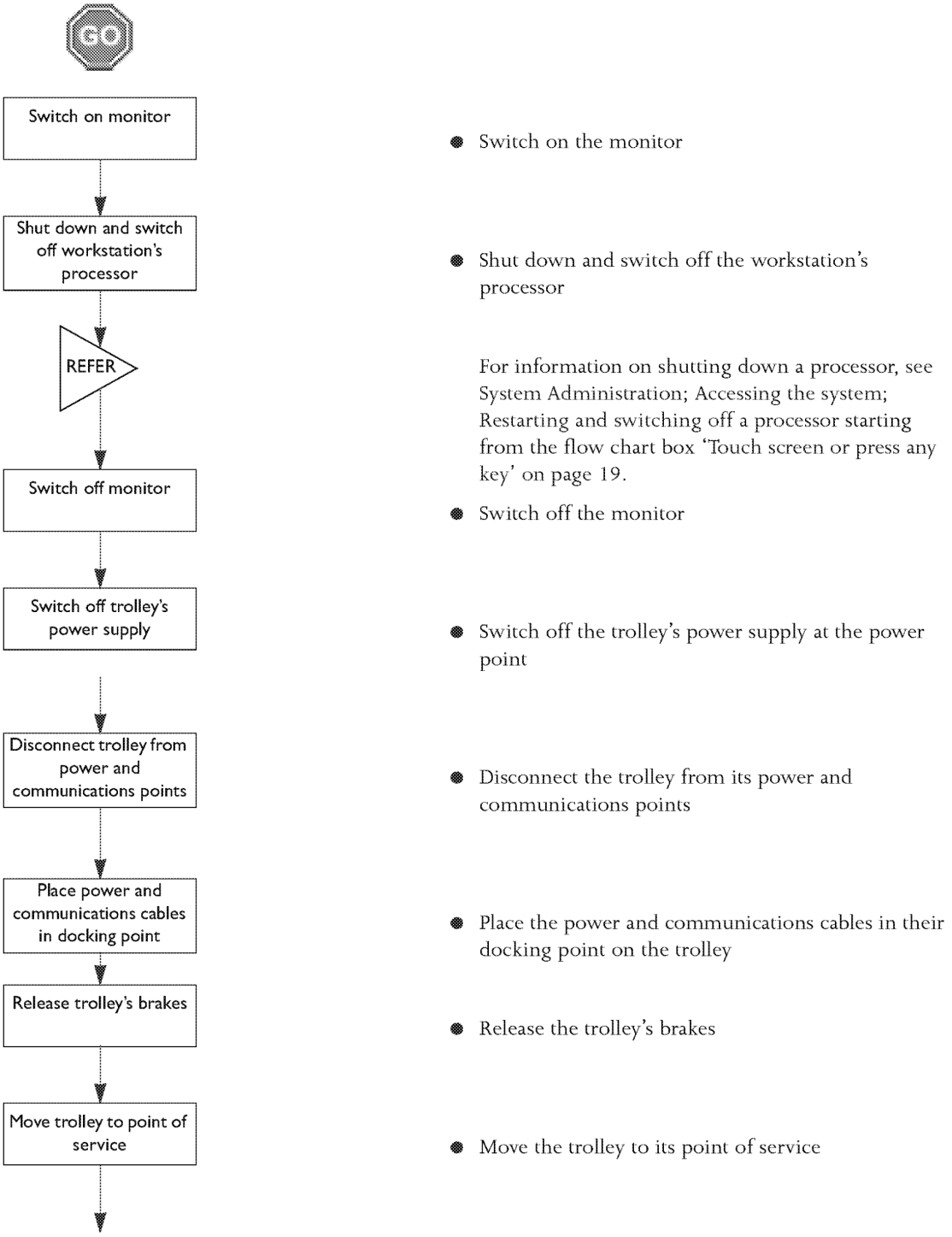
18.2 Moving a trolley from its point of storage to its point of service

When you need to move a dual operation location trolley from its point of storage to its point of service:



- Switch on the monitor
- Shut down and switch off the workstation's processor

  For information on shutting down a processor, see System Administration; Accessing the system; Restarting and switching off a processor starting from the flow chart box 'Touch screen or press any key' on page 19.
- Switch off the monitor
- Switch off the trolley's power supply at the power point
- Disconnect the trolley from its power and communications points
- Place the power and communications cables in their docking point on the trolley
- Release the trolley's brakes
- Move the trolley to its point of service

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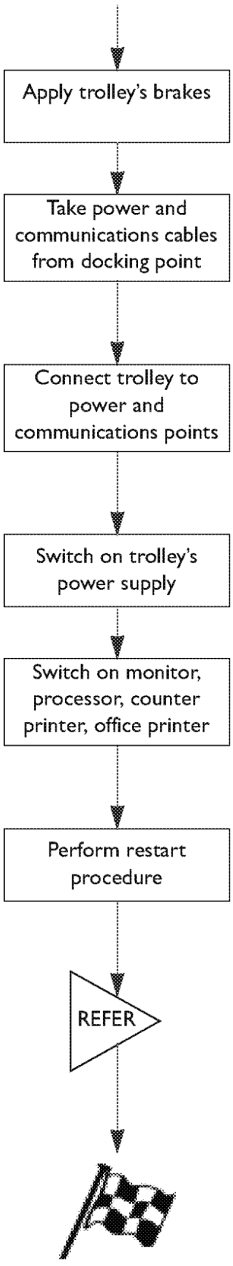
Equipment information and maintenance



- Apply the trolley's brakes
- Take the power and communications cables from their docking point
- Connect the trolley to its power and communications points
- Switch on the trolley's power supply at the power point
- Switch on the monitor, processor, counter printer and office printer
- Perform the restart procedure

For information on performing the restart procedure see System Administration; System initialisation; Restarting a workstation.

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19 Help Desks

19.1 Horizon System Helpdesk

The Horizon System Helpdesk provides Post Office Counters Ltd counter staff with a single point of contact for dealing with **all problems relating to the Horizon equipment installed in offices.**

The Horizon System Helpdesk telephone contact number is:

0845 776 2576

Please note: Because BT has made recent changes to telephone numbers, you may find that the Helpdesk number printed on the Postmaster's Memory Card (PMMC) is now different. You may use either number until further notice.

The service hours of the Horizon System Helpdesk are:

Monday to Saturday:	0500 to 2400
Sunday:	0700 to 2200

Please note: The Horizon System Helpdesk is available to take calls outside the hours shown above, but will not take action until the next period of cover, i.e. during the normal service hours.
The Horizon System Helpdesk is not available on Christmas Day.

19.2 Contacting the Horizon System Helpdesk

Please note: It is preferable that you are in front of the Horizon system at the counter when you call the Helpdesk.
If this is not possible, note down the results of any preliminary checks on paper so that you can relay them to the Helpdesk operator.

Before calling the Helpdesk:

- Check to see whether you are able to deal with the equipment failure by following the Equipment Failure Checklist procedure (see subsection 12; Equipment Failure Checklist (dealing with equipment failure))

If you are unable to deal with the equipment failure:

- Check that you have collected all the following information for the operator:
  - your full name
  - your office address
  - your office telephone number
  - your post office (FAD) code (first six digits only)
  - a description of the problem and the results of the preliminary checks(this may help the operator to quickly diagnose the nature of the problem)
  - a copy of the Horizon System User Guide (in case the Helpdesk operator asks you to follow recorded procedures during the call)
- Call the Horizon System Helpdesk

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- Give the Helpdesk operator the information you have collected, as required.

The operator will attempt to resolve or diagnose the problem during the initial telephone call. The information is recorded on a Helpdesk system and the problem is allocated a unique reference number.

- Make a note of the following information which the Helpdesk operator will give you:
  - the call identity number
  - what action to expect next

If your problem is not resolved during the initial telephone call, the Helpdesk will advise you of the day and time when you will next be contacted. This may be either a site visit from an engineer, or a telephone call from a member of the ICL Pathway staff.

Please note: If you are contacted by either the Helpdesk, an engineer or ICL Pathway staff, they will quote the call identity number given to you by the Helpdesk operator.

- Keep a record in your office of all calls to the Helpdesk including the call identity number and the details of any action taken.

Please note: You should quote the call identity number if you need to ring the Helpdesk again about the incident.

19.3 The Network Business Support Centre (NBSC)

The NBSC provides Post Office Counters Ltd counter staff with a single point of contact for dealing with **Horizon system problems that cause operational difficulties in your office,** such as what action to take if you are unable to produce a Cash Account due to printer failure.

You should always call them if the user at manager level in your office has forgotten their password.

They do not deal with enquiries relating to the use of the Horizon system or enquiries relating to equipment or software failure.

The NBSC telephone contact number is:

0845 6011022

The service hours of the NBSC are:

Monday to Friday:	0800 to 1800
Saturday:	0800 to 1730

19.4 Notifying the NBSC of emergency closures or equipment movements

When certain changes occur at your office you must inform the Network Business Support Centre (NBSC). Arrangements may then be made for equipment to be moved by ICL Pathway engineers.

These changes are:

Unplanned emergency closure of your office:

If your office closes for any reason (including delayed opening and temporary closures of less than one day):

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- Inform the NBSC of the details of the duration of the closure and of the re-opening time and date.

If your office is closed for more than one day, the NBSC will then inform the Horizon System Helpdesk of the closure and of its expected duration.

ICL Pathway will take appropriate action depending on the duration of the closure. (Horizon system equipment may need to be temporarily removed from your office).

Planned refurbishment at your office:

If a refurbishment is planned at your office that will affect the counter equipment:

- Please inform your Retail Network Manager (RNM)
- Give at least four weeks notice, so that arrangements may be made, if necessary, with ICL Pathway to move any Horizon system equipment during or after the refurbishment

Relocating or changing the number of Horizon terminals at your office:

- Please give advance notification of any planned changes at least seven weeks beforehand, informing your RNM of any access times.

The RNM and the NBSC will make the necessary arrangements with ICL Pathway.

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20 Using the Memo View facility

Memo View is used to broadcast urgent messages to outlets electronically, allowing staff to view and print them at their convenience. Memos are relayed to all users but it remains the responsibility of the outlet manager to ensure that the relevant users are aware of the memos and that they are acted upon.

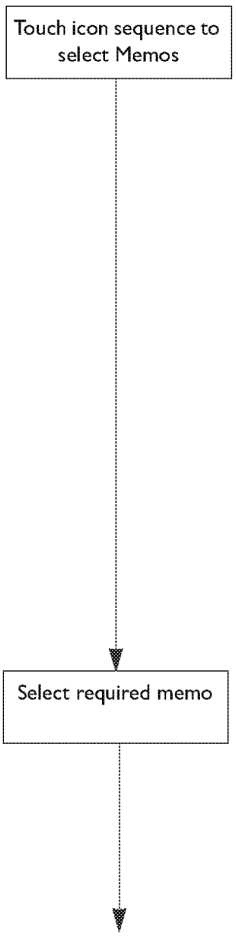
Memos can only be printed on the Counter Printer.

The system warns the appropriate users that there is a new memo waiting by displaying a flashing envelope symbol in the stack area under the calendar. If you have an unread memo waiting when you log on, or you receive a new memo, the envelope flashes for ten seconds, after which it will remain in a steady state in a steady state until the memo has been read.

You cannot delete memos. The system will delete them when their retention period expires. The retention period will be set by the sender and will be between 10 and 37 days.

You can only view memos; there is no send facility.

When you want to view a memo:



- Select the Memos option by touching the following icon sequence:
  - Memos

  The system will display a pick list showing the titles and dates of the available memos. The order of the pick list is:
  1) unread memos (high then low priority)
  2) read memos (high then low priority),
  in descending date and time in all categories.

  A red spot indicates that the memo has a high priority and should be read immediately. Other memos should be read as soon as possible. A tick indicates that the memo has been read.

  Please note: The memo at the top of the pick list is automatically selected and is displayed on the right hand side of the screen. It will automatically be marked as read, even if it is new.

- Select the memo you want to view, by touching it

  If there are more memos than can be listed on one screen, touch the Next or Previous icon to navigate through the pick list.

  If the memo is too long to be displayed on the screen, the number of pages is shown and navigation controls are provided at the bottom of the memo.

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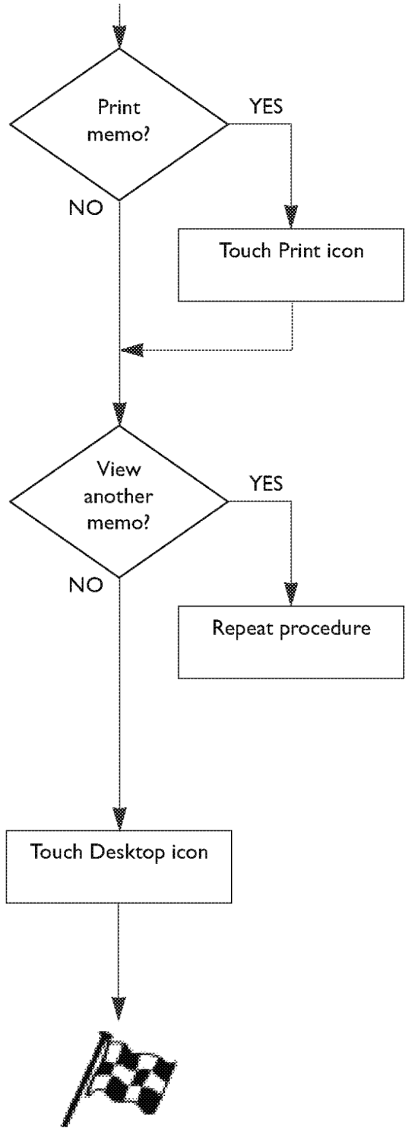
Miscellaneous



You can either touch the arrows in the bottom left and right hand corners to navigate through the pages of the memo or touch the controls in the centre, to magnify them and use the magnified controls to navigate through the pages of the memo.

- Decide whether you want to print the memo

If you want to print the memo:

- Touch the Print icon

The memo will be printed on the counter printer.

- Decide whether you want to view another memo

If you want to view another memo:

- Repeat the procedure starting from the flowchart box'Select required memo' on page 79.

- Touch the Desktop icon to return to the Desktop

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Introduction

This booklet contains information about using the features of the Horizon system.

Information about administration of users on the system, creating and managing stock units, maintaining equipment and help desks is contained in the Office Administration booklet.

The miscellaneous section of this booklet describes the main functions of the system and how to move around it.

Accessing the system includes logging on and logging out, restarting and switching off a processor, starting up and shutting down and the temporary locking of a session.

System features includes suspending and transferring transactions (sessions), using picklists, using product look up (PLU), using shopping mode and using the quantity icon.

Training mode explains how to enter and leave the Horizon system training mode and shows the training mode guidelines.

The system initialisation section includes information about initialising the Horizon system, restarting a workstation, replacement of a gateway workstation, changing the Personal Identification Number (PIN), lost postmaster memory card (PMMC)/Personal Identification Number (PIN), creating a manual PIN record.

Storage of PMMC and PIN

- Place the PMMC, the spare PMMC and the PIN record in separate envelopes.
- Seal the envelopes and sign across the seals
- Store the sealed and signed envelopes in a secure location, separately from each other.

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System overview

1 Main functions of the system and how to move around it

The purpose of this section is to tell you:

- what the main functions of the system are
- how you choose which one to use
- how you move around the system
- the on-screen icons and their functions
- how to get on-screen help if you have a problem when you are using the system

1.1 The screen

The monitor screen is 'touch sensitive'. Touching the screen icons enables you to activate the functions.

An icon is a small picture that represents a task or a group of tasks. It can also contain descriptive text.

A keyboard alternative exists for each icon. The keyboard key, which you may use instead of touching the screen, is indicated in either the top right hand corner or the bottom right hand corner of the icon.

All screen displays in the menus consist of three areas:

- the main body of the screen which displays the icons for the main tasks, allowing you to progress through the various menus and to select products or reports
- a row of icons at the top that enable you to go back through the menus, call up on-screen help, remove transactions from the stack and suspend a transaction

Please note: The suspend transaction icon is at the top of the transaction stack.

- the right hand side of the screen, known as the transaction stack, which generally provides a summary of any transactions that are awaiting settlement or completion. When you are not working on transactions, the date, time and your user details are shown here.

1.2 The screen menus

To gain access to a menu on the screen you can use either of the following methods:

- touch the appropriate icon on the screen
- use the keyboard alternative

For the Menu area, the keyboard equivalent to the icons are the function keys, which are at the bottom left of the keyboard.

Once you have logged on to the Horizon system, the Desktop screen is displayed. It is called the Desktop screen because it allows access to all the main tasks that you might want to carry out during the working day. Access to each main group of tasks is provided by icons on the Desktop screen.

When you touch the Transactions icon on the Desktop screen, you are presented with another menu screen. This new menu screen displays icons which indicate the transaction options available to you.

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The menu area can have up to sixteen icons, arranged in four rows of four icons, which lead you to products, applications, and lower level menus.

1.3 Input screens

An input screen is a screen that enables you to enter data on the Horizon system, for example, the price of an item or your password.

You can enter data using the keyboard or the on-screen alphanumeric keypad.

To move between the different sections of an input screen:

- Use the navigation keys on the keyboard or the on-screen icons.

To accept the information on the screen:

- Select the ✓ icon on the screen **or** press Enter on the keyboard.

To reject or delete the information on the input screen:

- Touch the ✗ icon.

If you want to change information:

- Touch the ✗ icon or backspace icon (which appears as a left pointing arrow on the screen) to delete the information and enter the new data, **or** use the backspace key on the keyboard.

Please note: If you need to enter your password for security reasons, the password is not displayed on the screen as you enter it. The password is shown as a series of 'X' characters.

1.4 The numeric keypad

When numeric data is required, the Horizon system displays a numeric keypad on the screen.

To enter numeric data:

- Press the numbers on the screen, **or** use the numeric keys in the bottom-centre of the keyboard.

When a date is required the system displays the required number of forward slashes:

- Enter it as day/month/year (DD/MM/YY).

1.5 The alphanumeric keypad

When you touch the alphanumeric keypad icon, the keypad expands to produce an on-screen keyboard.

To enter data which can be a mixture of letters and numbers:

- Use the appropriate keys on the keypad
- Touch the Backspace icon (which appears as a left-pointing arrow) on the screen to delete the information one character at a time (alternatively you can use the Backspace key on the keyboard).

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System overview

1.6 Icons

Each icon (picture) on the screen has a similar structure. At the bottom of the icon there is a text line which describes the use of the icon. The icon also contains a picture to help you to identify the task it represents. **The keyboard equivalent is also shown on the icon.** Transactions are carried out in the same way when you use the keyboard as when you touch the screen icons.

If an icon contains three dots in the top left hand corner it means that there is a menu or a pick list underneath it.

The Finish icon, which appears at the bottom of the transaction stack, is colour coded to help you. When money is to be taken from the customer the value is displayed in white lettering and the icon is labelled with the word 'Take'. When money needs to be paid out to the customer the icon is displayed with a minus prefix, is coloured yellow and is labelled with the word 'Pay'.

Some icons are not available to all users. If you are not allowed access to a transaction, a padlock is displayed on the icon. If at a particular point a function is not available, the icon will have a 'no entry' sign.

If you touch the icon for a product that is no longer on sale in the outlet, the system displays a message telling you that the product is not available.

1.7 Functions of the screen icons

The top section of the screen displays a number of icons that each have a particular function relating to the system, as follows:

The Desktop icon

The Desktop icon is displayed in the top left hand corner of the screen. It bears either the word Desktop or words indicating the mode that you are in (for example Serve Customer, Reversal, Housekeeping etc). The words indicate the menu you will return to if you touch the icon.

You can press the Home key on the keyboard instead of touching the icon to produce the same effect.

The Prev icon

When you select the Prev icon, you return to the previous screen.This may be the previous screen within a transaction or the menu from which you selected a transaction.

You can press the Esc key on the keyboard to produce the same effect.

- Do not press the Prev key on the keyboard.

The Bin icon

You can use the Bin icon to remove transactions that have been committed to the Transaction Stack.

To remove a transaction from the stack:

- Touch the Bin icon.
- Touch the transaction you wish to remove from the stack.

You can press the Del key on the keyboard to produce the same effect.

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Not all transactions can be removed from the stack, however. A Horizon system message appears if removal is not permitted. In this case, if you want to cancel the transaction, you must first complete it and then reverse it.

The Quantity icon

The Quantity icon is available for sales transactions and transfers, and allows you to change the quantity of products being sold or transferred from the default setting of one.

You can use the quantity icon in either of two ways:

- By touching the icon. This takes you in to the change quantity screen, which features a numeric keypad that you can use to change the quantity
- By entering the new quantity from the numeric keypad on the system keyboard. The quantity entered will appear in the quantity icon.

For more information on using the quantity icon, see subsection 10; Using the Quantity icon

The Quantity icon can also be used in Shopping mode. Shopping mode enables you to help a customer buy a product to the value of the money tendered, rather than by specifying the number of units of the product. For more information see subsection 9; Using Shopping Mode.

The Susp icon/Swap icon

On the Horizon system two transaction sessions can be open at the same time, and the Susp icon allows you to suspend the current session and create a new session. For more information see subsection 6; Suspending and transferring transactions (sessions).

Please note: You will be prevented from logging out whilst a session is suspended

Once you have suspended a session using the Susp icon, the Horizon system displays the icon as the Swap icon. If you touch this icon, the Horizon system takes you back to the previously suspended session. Alternatively, on the keyboard, you can use Alt+S to toggle between the Susp and Swap functions.

The Info icon

If you need help while using the Horizon system:

- Touch the Info icon at the top of the screen

The Info icon will dim for six seconds, then revert to its original appearance.

- While the Info icon is still dimmed, touch the icon on the screen for which you need help.

The Horizon system displays a yellow information bubble near the icon.

- Touch the bubble or the Info icon again to remove the information bubble and return the screen to normal mode.

If you do not make use of the help function, the Info icon reverts to its normal appearance after approximately 6 seconds.

You can touch the Help key on the keyboard to obtain the same function.

The Open icon/Close icon

If you have placed more items in a stack than can be displayed on screen at any one time:

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- Touch the Open icon to display the items further up the stack.

If you want to view items further down the stack:

- Touch the Close icon.

The transaction Stack is ordered so that the newest items appear at the bottom of the stack.

On the keyboard, you can use the End key to toggle between the Open and Close functions.

The Page Up icon/Page Down icon

When the Horizon system displays the Page Up icon, this indicates that there are transactions further up the stack. When the Horizon system displays the Page Down icon, this indicates that there are more transactions further down the stack.

When the Page Up and Page Down icons are displayed, there are further transactions both up and down the stack.

You can use the up arrow and down arrow keys on the keyboard to obtain the same function.

These icons can also be used to navigate to different screens when the Horizon system is displaying a pick list. Touching Page Up will take you to the previous screen and touching Page Down will take you to the next screen.

Similarly, when the Horizon system is displaying a preview of a report or a receipt, touching the Page Up or Page Down icons will enable you to move up or down the page as required.

The Edit icon

The Edit icon is available on editable pick list screens. It allows you to update the values of items in a pick list.

The Node Info icon

When you need node (individual Horizon workstation) information :

- Touch the Node Info icon.

The system will then display the Session Info screen, which provides the following details:

- User
- Build
- Site ID
- Group ID
- Node ID
- Node name
- Licensee

- Touch the ✓ icon to return to the Desktop menu.

1.8 Hourglass (system busy) indicator

When the system is busy performing a lengthy task, a rotating hourglass is displayed. This is to let you know that there is system activity taking place and that the system is actively carrying out instructions, although the dialogue on the screen remains the same for a period of time.

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During this period, the rotating hour glass may disappear and then re-appear, this does not indicate that the system activity has been completed. You must wait until the system activity has been completed before touching any icons on the screen or pressing any keys on the keyboard. When the system activity has been completed the rotating hour glass will disappear and the dialogue on the screen will change.

When the hourglass indicator is displayed, you should not touch any icons on the screen or press any keys on the keyboard. This is because interruptions such as these while the system is busy can have undesirable side effects.

Please note: If the hourglass is displayed but not rotating or if the hourglass is rotating for an abnormal length of time, contact the Horizon System Helpdesk. For information on contacting the Horizon System Helpdesk call the Horizon System Helpdesk, see Office Administration; Miscellaneous

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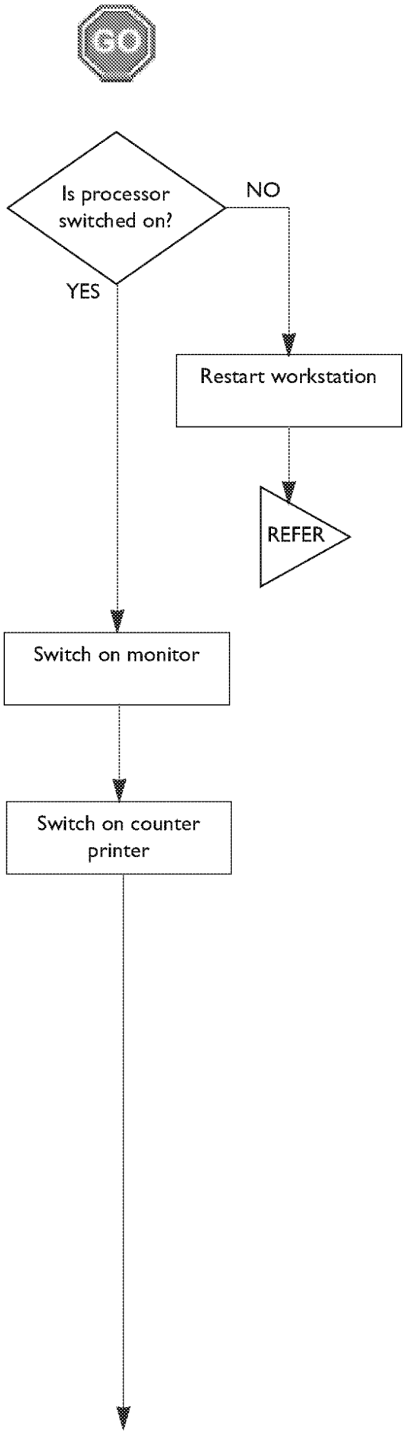
2 Starting up and shutting down



2.1 Starting up

When you need to start up the Horizon system in your office at the start of business, switch on the equipment for each workstation as follows:

- Check whether the processor is switched on

  Please remember: The processor unit of each workstation must be left on at all times to allow the transfer of data.

  If a processor has been switched off:

  - Restart the workstation

  For information on restarting the workstation, see subsection 14; Restarting a workstation.

- Switch on the monitor by pressing the switch.

  A green light will appear above the switch.

- Switch on the counter printer by pressing the switch to the 'I' or 'On' position

  The green 'Ready' light on the printer will switch on.

  If the reports printer is needed, switch on by pressing the switch to the 'On' position.

  The switch is situated as follows:

  Inkjet printer:

  Right-hand side of the paper support unit

  Panasonic laser printer:

  Beneath the paper tray and to the left of the power connector plug

  Okipage laser printer:

  Towards the rear of the left-hand side of the printer.

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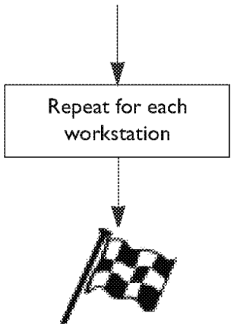
Accessing the system



- Repeat these steps for each workstation.

  Each screen should now display the Riposte logo.

  If any of the equipment fails to start, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

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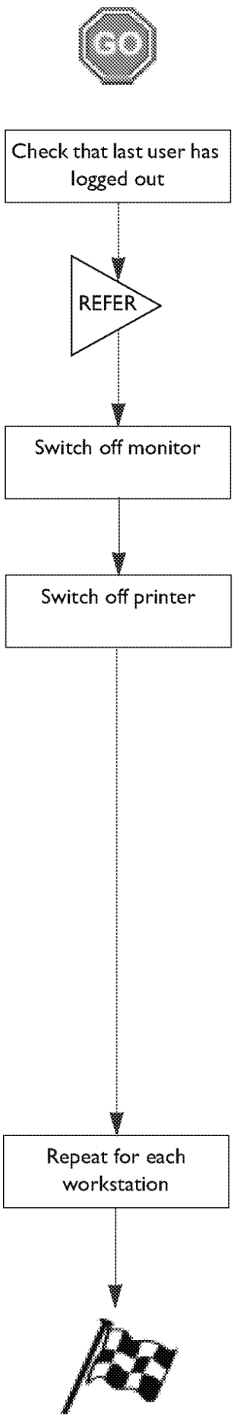
Accessing the system

2.2 Shutting down



When you need to shut down the Horizon system in your office at the close of business, switch off the equipment for each workstation as follows:

Please remember: The processor unit of each workstation must be left on at all times to allow the transfer of data.

- Check that the last user has logged out of the Horizon system

  For information on logging out see subsection 3; Logging on and logging out.

  The screen should display the Riposte logo.

- Switch off the monitor by pressing the switch.

  The green light above the switch will turn off.

- Switch off the counter printer by pressing the switch to the 'O' or 'Off' position

  The green Ready light on the printer will turn off.

  If the reports printer is on, switch it off by pressing the switch to the 'Off' position. The switch is situated as follows:

  Inkjet printer:

  Right-hand side of the paper support unit

  Panasonic laser printer:

  Beneath the paper tray and to the left of the power connector plug

  Okipage laser printer:

  Towards the rear of the left-hand side of the printer.

- Repeat these steps for each workstation.

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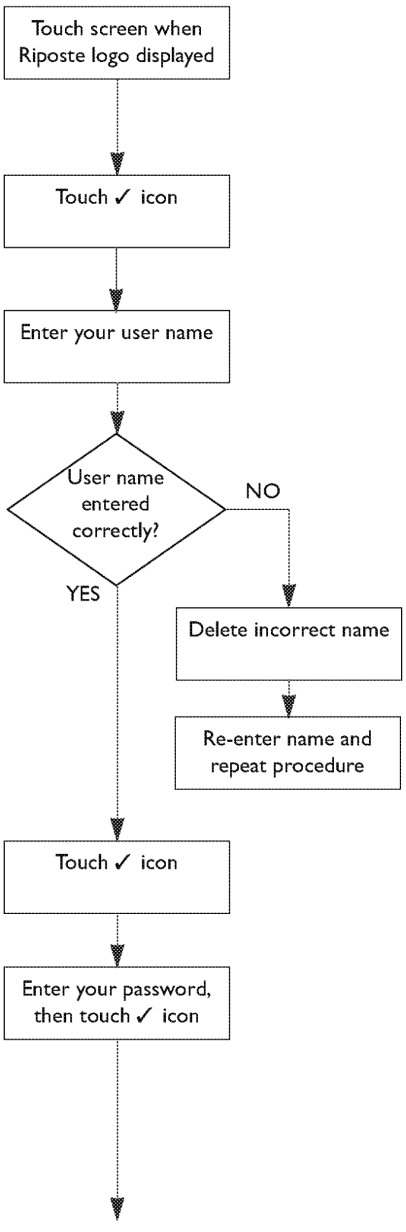
3 Logging on and logging out

3.1 Logging on to the Horizon system

Use this procedure when you need to log on to the Horizon system.

If the monitor screen is not already on and displaying the Riposte logo see subsection 2; Starting up and shutting down.



- Touch the screen or press any key when the Riposte logo is displayed

  The screen will display a warning message informing you that to proceed without authorisation is a criminal offence.

- To continue, touch the ✓ icon

  The screen will display the Enter Name and Logon screen.

- Enter your user name by using either:

  - the keyboard
  - the on-screen alphanumeric pad (by first touching the Alphanumeric Keypad icon)

- Examine the screen to see whether your user name has been entered correctly

  If the user name has not been entered correctly:

  - Delete the incorrect user name by using the back space key on the keyboard
  - Re-enter your user name correctly and repeat procedure from flow-chart box 'User name entered correctly?' above

- Touch the ✓ icon

- Enter your password and touch the ✓ icon

  For security reasons, the Horizon system will not display your password on the screen. Once you touch the ✓ icon the Horizon system will check your password and user name.

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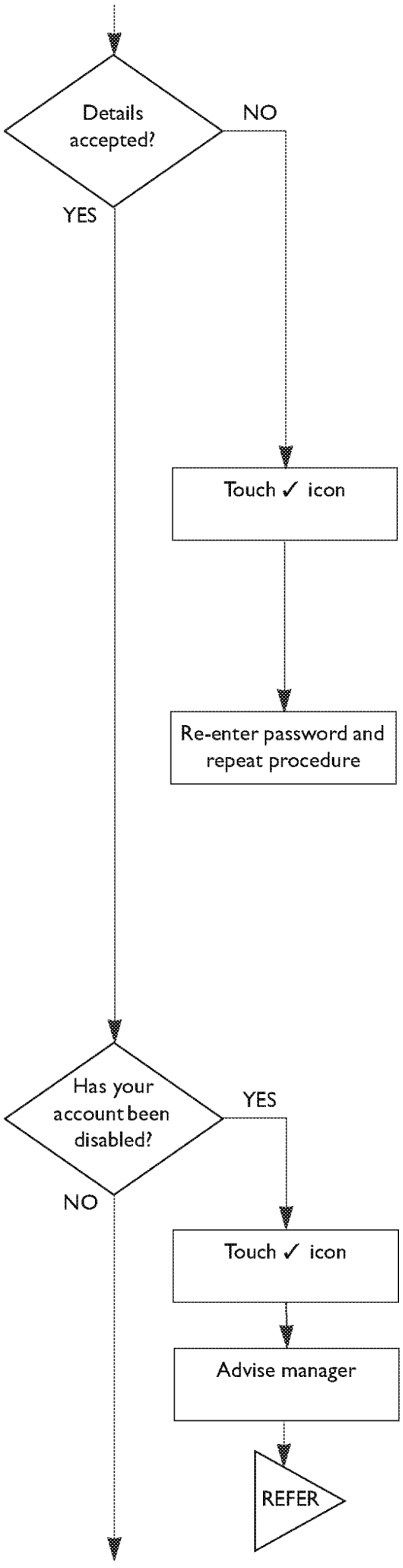
Accessing the system



For information about what to do if you have forgotten your password, see Office Administration; User administration; Security and access

- Examine the screen to see whether your user name and password details have been accepted by the Horizon system

  If the user name and password details have been accepted, the Horizon system will display the last logon screen.

  If the details have not been accepted:

  The Error screen will be displayed, asking you to try again.

  - Touch the ✓ icon

  The password will be deleted automatically.

  Please note: If the user name is incorrect you will need to touch the name field in the righthand panel to display the user name field.

  - Re-enter the user name and/or password and repeat the procedure from the flow-chart box 'Details accepted?' above

  Please note: You may make up to three attempts to log on successfully. Failure to log on by the third attempt will lock you out of the system for 15 minutes. A user with manager access can overide this. For information on unlocking an account, see Office Administration; User administration; Options in the User Name/Modify user screen.

- Examine the screen to see whether your account has been disabled

  If the account has been disabled:

  - Touch the ✓ icon

  - Advise your manager that your account has been disabled

For information on viewing and modifying user information, see Office Administration; User administration; Viewing and modifying users.

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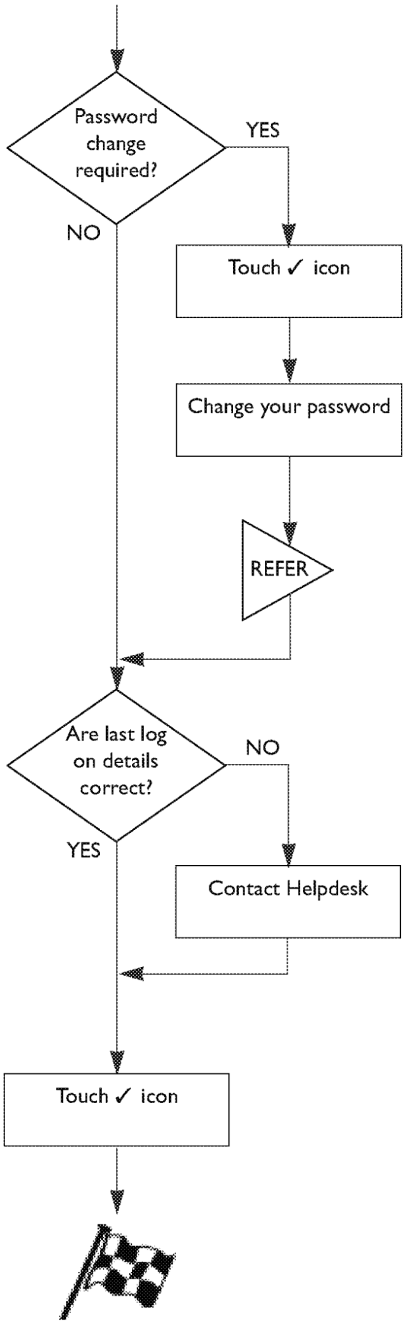
Accessing the system



- Examine the screen to see whether the system is asking you to change your password

If it is:

- Touch the ✓ icon

- Change your password

For information on changing passwords, see Office Administration; User administration; Changing your password.

- Examine the screen to see whether the last log on details are displayed correctly

If the log on details are incorrect:

- Contact the Horizon System Helpdesk (see Office Administration; Miscellaneous; Help Desks).

- Touch the ✓ icon.

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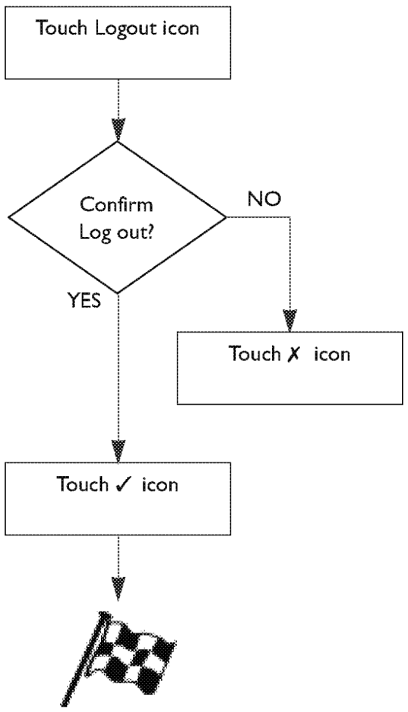
Accessing the system

3.2 Logging out of the Horizon system

Follow this procedure when you need to log out of the Horizon system.

Follow the same procedure if you need to log out of the Horizon system because the system is being shut down.

If there is an incomplete transaction (for example a suspended transaction that you have not completed) the Horizon system will display a no entry sign on the logout icon and you will be prevented from logging out. You must complete all outstanding transactions before the Horizon system will allow you to logout.



- Touch the Logout icon on the Desktop screen

  The system will display the Confirm Logout screen asking you to confirm that you want to log out.

- Confirm whether you still want to log out

  If you do not want to log out:

  - Touch the ✗ icon to return to the Desktop.

- Touch the ✓ icon if you want to log out.

  Please note: Once you have logged out the Riposte logo screen is displayed. The Horizon system is now ready for a user to log on.

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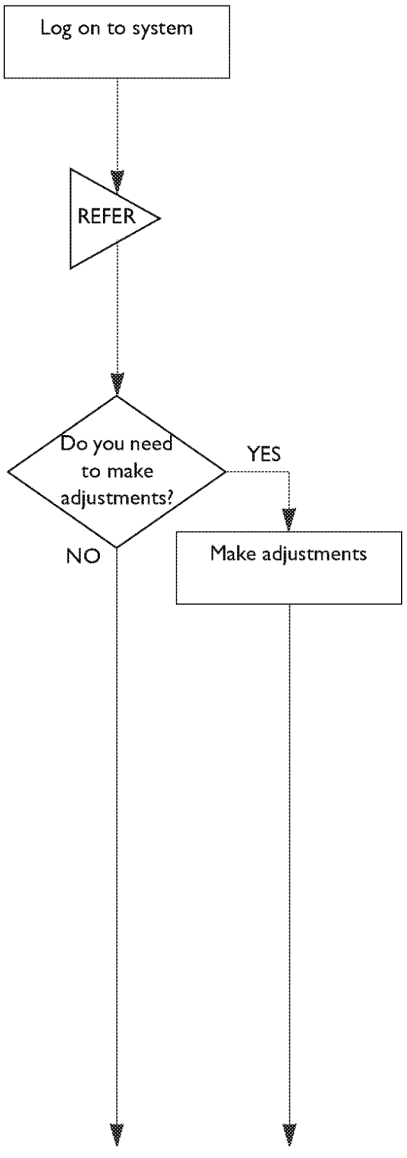
3.3 System enforced log out

Use this procedure when you have temporarily locked a session, or the Horizon system has enforced a temporary lock and you have not completed any work for a further 59 minutes. For information on temporary locks, see subsection 4; Temporary locking of a session.

Under these circumstances the Horizon system will automatically log you out of the system, displaying the Riposte logo to let you know that it has done this.



- Log back on to the system in the usual way

For information on Logging on to the Horizon system, see subsection 3; Logging on and logging out.

Any session in progress before the log out is completed is automatically committed. If there is an outstanding balance the session will be settled to cash. The system will automatically print a receipt for any session in progress.

- Decide whether you need to make any adjustments

If you do:

- Make the adjustments.

If a cheque has been used to settle the transaction you will need to adjust your stock. For information on adjusting your stock see Balancing; Balancing an individual stock unit.

If savings stamps have been used to settle the transaction you will need to reverse the transaction and re-enter the transaction with the correct method of payment.

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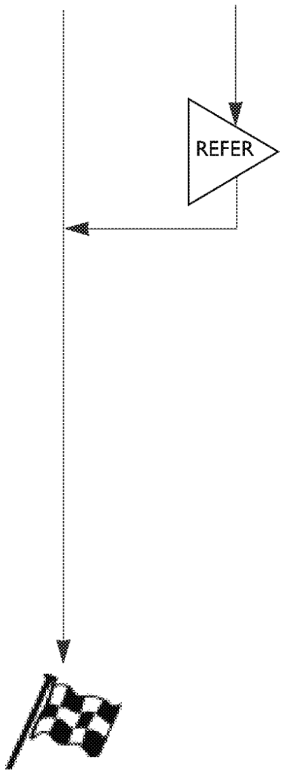
Accessing the system



For information on reversing transaction, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

If a transaction has been committed in error, i.e. a cancelled transaction was not removed from the transaction stack and was automatically committed by the system, it will need to be reversed. For information on reversing a transaction:

For an AP transaction:

See Transactions - Serve Customer - Part one; Automated Payments; Reversing an Automated Payment.

For an EPOSS transaction and transfers:

See Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

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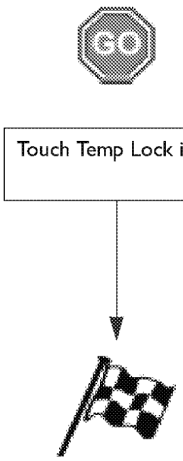
4 Temporary locking of a session

4.1 Using temporary lock on a session

Use this procedure when you wish to put a temporary lock on a session, because you are moving away from your counter position temporarily.

For more information about a session, see subsection 1; Main functions of the system and how to move around it.

Please note: If you have not completed any activity on the Horizon System for 15 minutes, the system will enforce a temporary lock.



- Touch the Temp Lock icon on the Desktop

  The Temp Lock option may also be accessed by touching the following sequence of icons:

  - Transactions
  - Serve Customer
  - Functions
  - Temp Lock

  The Horizon system will display the Enter Username/Logon screen, with the name of the user responsible for activating the temporary lock shown in the left panel.

Enforced logouts

After a further 59 minutes, if you have not logged back on, the Horizon system will operate an enforced logout and all transactions that are on the stack will be committed.

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Accessing the system

4.2 Unlocking a session

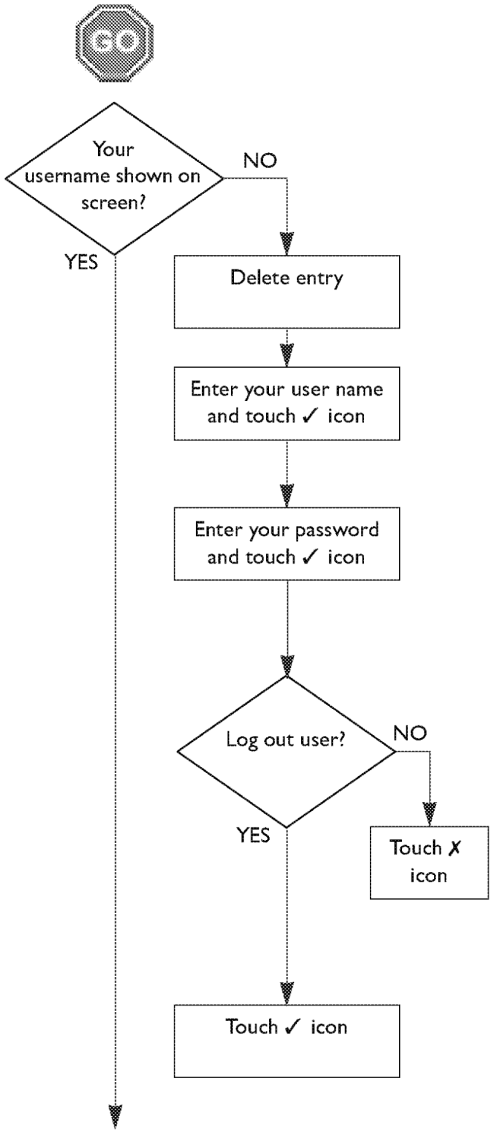
Use this procedure when you want to unlock a session that you have temporarily locked or when the Horizon system has locked because you have not completed any activity on the Horizon system for 15 minutes. If there is a temporary lock on the system, the logon screen will display the message 'This session is currently locked by 'user name''.

If you are the user that was logged on when a temporary lock was put into operation, the system will allow you to continue from the point at which it was locked.

If you are not the same user, the system will automatically log out the previous user and will return to the Riposte screen, settling any incomplete transaction to cash and printing a receipt.

In order to continue you will need to log on.

For information on logging on, see subsection 3; Logging on and logging out.



- Examine the screen to check that your user name is shown

If the user name is incorrect:

- Delete the entry
- Enter your user name and touch the ✓ icon
- Enter your password and touch the ✓ icon.

The Logout User screen will be displayed.

- Examine the screen to see whether you wish to log out the user

If you do not wish to log out the user:

- Touch the ✗ icon to return to the log on screen that says 'This session is currently locked by user name'.

If you do:

- Touch the ✓ icon

The Riposte screen will be displayed.

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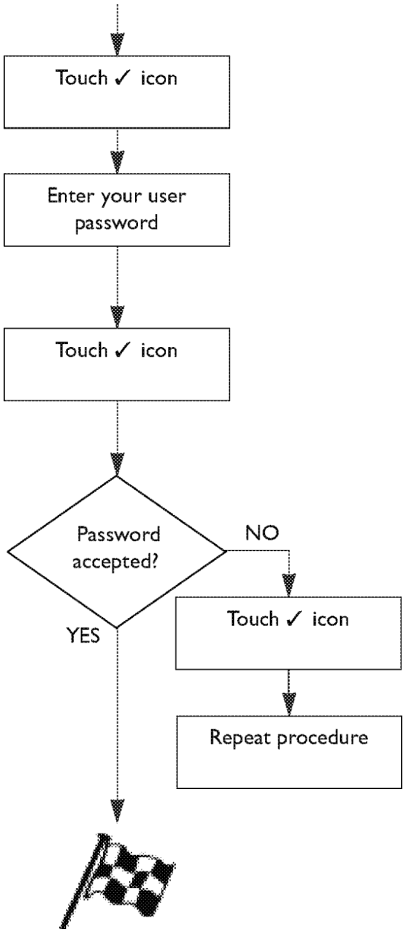
Accessing the system



- Touch the ✓ icon

  The screen will display the Enter Password/Logon screen.

- Enter your password

- Touch the ✓ icon

- Examine the screen to see whether the password has been accepted

  If the password has not been accepted:

  - Touch the ✓ icon

  - Repeat the procedure from the start.

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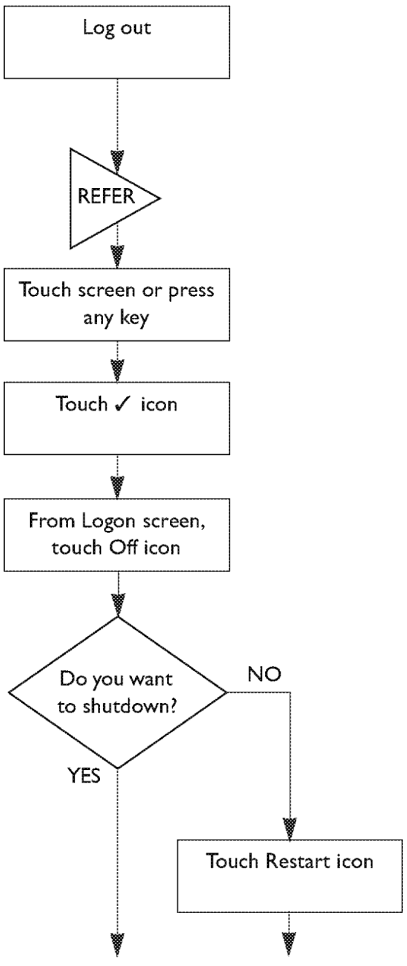
5 Restarting and switching off a processor

Use this procedure when you need to restart or switch off a workstation's processor. It should only be used if you are authorised to do so.

You are authorised in the following situations:

- in an emergency (for example, a flood, fire, or gas leak)
- under instruction from the Horizon System Helpdesk
- when instructed to do so through Memo View, see Office Administration; Miscellaneous; Using the Memo View facility
- when restarting a workstation to create a new PMMC and/or PIN, see subsection 17; Lost Postmaster Memory Card (PMMC)/ Personal Identification Number (PIN)
- before moving a trolley, see Office Administration; Equipment information and maintenance; Moveable outlets



- Log out of the Horizon system

  For information on logging out, see subsection 3; Logging on and logging out.

- Touch the screen or press any key

- Touch the ✓ icon

- From the Logon screen touch the Off icon

- Decide whether you want to shutdown or restart the processor

  If the Shutdown/restart message is not displayed, wait for the message to appear then continue with the procedure.

  If you do not want to shut down:

  - Touch the Restart icon

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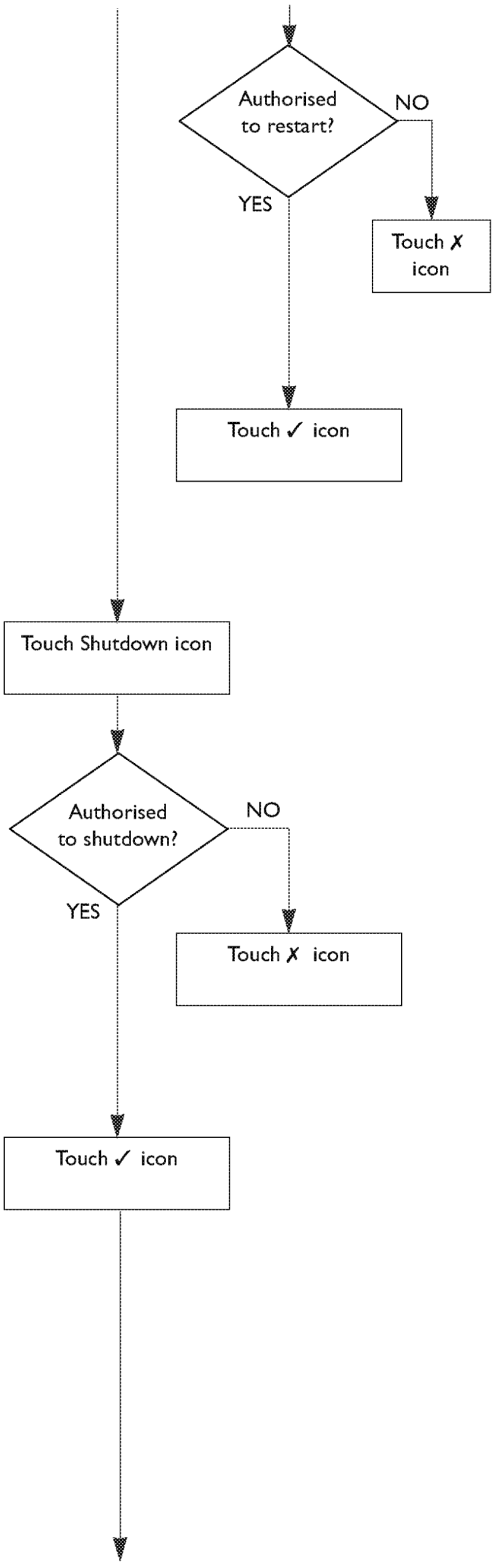

- Decide whether you are authorised to restart the processor

If you are not authorised to restart the processor:

- Touch the ✗ icon to cancel the restart

The Horizon system will cancel the restart and return to the Logon screen.

If you are authorised to restart the processor:

- Touch the ✓ icon.

The Horizon System will display the initial screen (an animated picture of a hand inserting a card into the Smart Card reader). For information on restarting a workstation, see subsection 14; Restarting a workstation

- Touch the Shutdown icon.

The Confirm Shutdown screen will be displayed.

- Decide whether you are authorised to shutdown the processor

If you are not authorised to shutdown the processor:

- Touch the ✗ icon to cancel the shutdown.

The Horizon system will cancel the shutdown and return to the logon screen.

If you are authorised to shutdown the processor:

- Touch the ✓ icon to confirm the shutdown.

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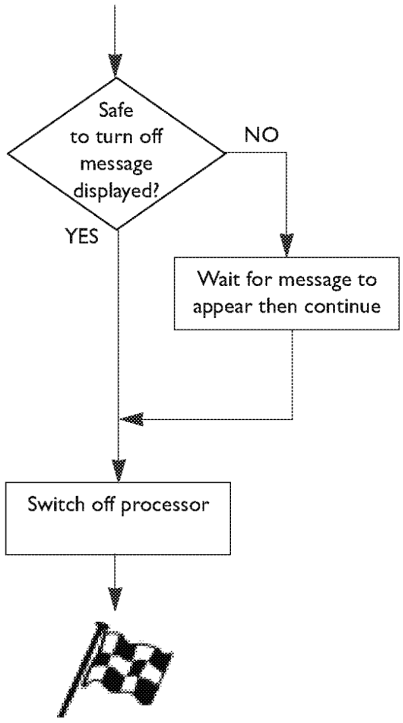
Accessing the system



- Examine the screen to see whether the system is displaying the message 'it's now safe to turn off your computer'

  If the system is not displaying the message:

  - Wait for the message to appear then continue with the procedure

- Switch off the processor using the on/off switch.

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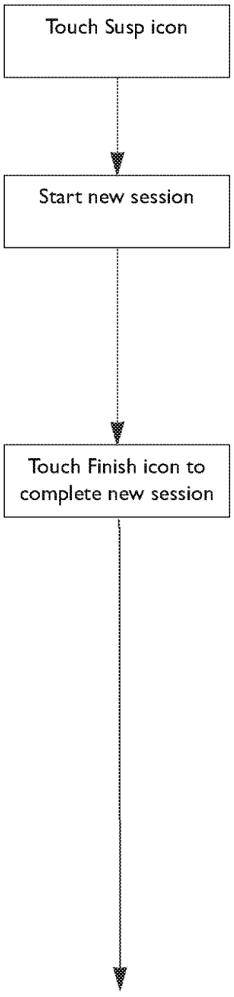
6 Suspending and transferring transactions (sessions)

6.1 Suspending a transaction (session)

Use this procedure if you have started a transaction but wish to suspend it temporarily in order to carry out another transaction.

You cannot suspend Smart Card transactions, AP recovery sessions, or report production once you have selected a report to produce. A No Entry sign will be displayed in the Susp icon when you are performing any of these functions.

You cannot have more than two transactions running at once. This applies not just to the Serve Customer menu but for all sessions such as transfers or remittances. If you need information about a session see subsection 1; Main functions of the system and how to move around it.



- Touch the Susp icon at the top of the screen

  You will return to the Desktop menu. The Susp icon will change to the Swap icon, which allows you to switch between two sessions/transactions if required.

- Start the new session by carrying out the required transactions

  The transaction will appear in a new Transaction Stack so that the totals for the two sessions are kept separate.

  If you need to return to the suspended session prior to completing the new session, touch the Swap icon

- When the new session has been completed, touch the Finish icon (and settle payment, if appropriate)

  The Swap icon will display a flashing yellow triangle containing an exclamation mark to show that a suspended session is still open.

  You do not have to return to the suspended session straightaway. You may continue with further transactions before returning to the suspended session.

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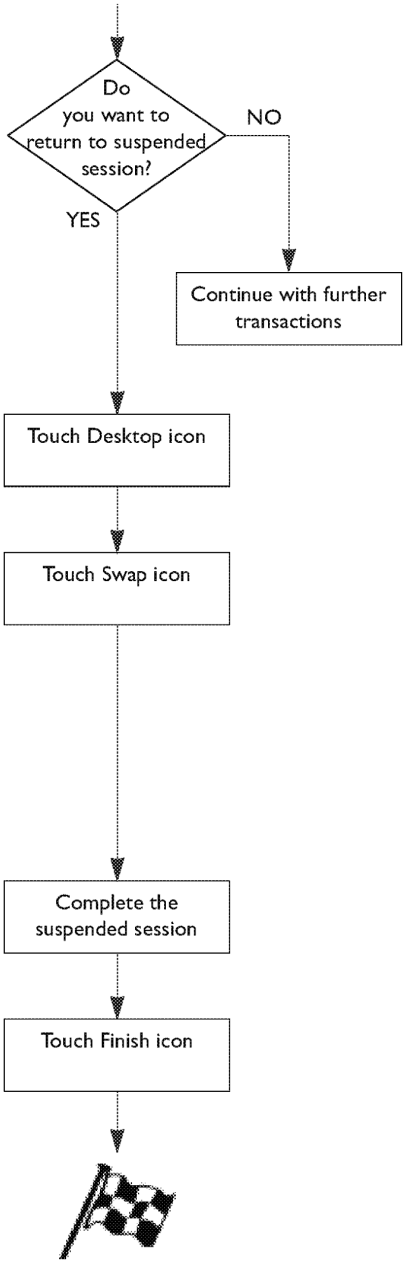
System features



- Decide whether you want to return to the suspended session

If you do not want to return to the suspended session:

- Continue with further transactions

If you do want to return to the suspended session:

- Touch the Desktop icon

- Touch the Swap icon

  This will return you to your other open session. The Swap icon will change to the Susp icon.

  Please note: The Log Out icon will display a No Entry sign while the swap icon is showing, indicating that you have an incompleted session. You must complete all suspended sessions before you can log out.

- Complete the suspended session

- When the suspended session has been completed touch the Finish icon (and settle payment, if appropriate).

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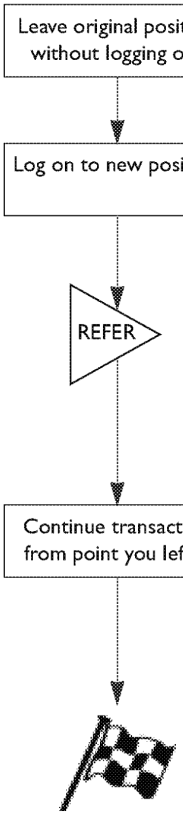
6.2 Transferring a transaction (session)

Use this procedure if you are logged on at one counter position but wish to continue a transaction or customer session at another position without the need to re-enter data appearing in the Transaction Stack.

You can do this at any time, even during a transaction or customer session. The transaction details will be transferred to the new position.

If you wish to start a second customer session at the same counter position, see paragraph 6.1; page 22.
If you need information about a session see subsection 1; Main functions of the system and how to move around it.

Please note: This procedure does not apply to Smart Card transactions, LFS transactions, AP recovery sessions or when processing a report.



- Leave your original position without logging out
- Log on to the new position

  For information on logging on, see subsection 3; Logging on and logging out.

  Please note: The Horizon system will automatically log you out of the original position, so that you will never be logged on in more than one position.
- Continue the transaction from the point at which you left it at the original position (or start a new session).

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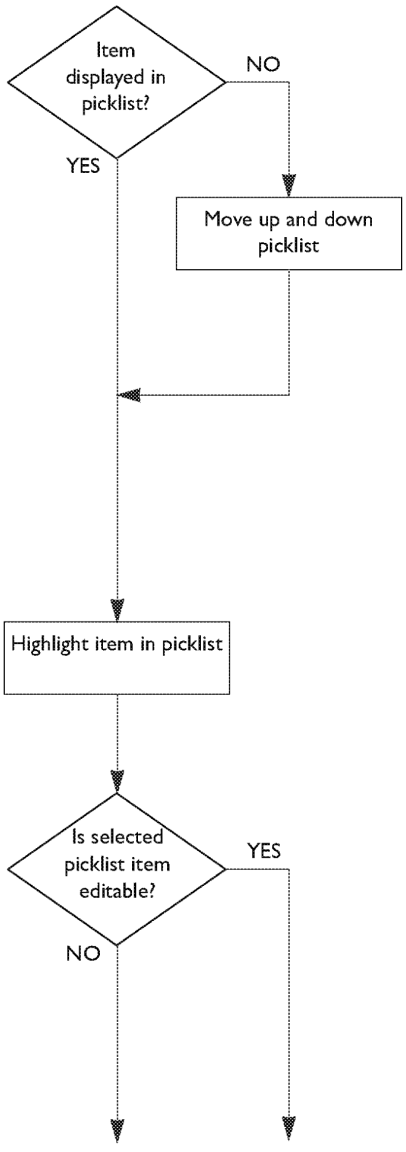
7 Using picklists

Sometimes during a transaction a picklist (list of items from which you can select) is displayed.

There are two types of picklists:

- those which you cannot change (**non-editable**), such as product lists, which you can use instead of selecting the Product icon
- those which you can change (**editable**), such as stock lists, when you might want to alter numbers or amounts

When a picklist is displayed on screen:



- Check whether the item you wish to select is shown

If the item is not shown on the screen:

- Use the arrrow keys to move up and down the picklist

Please note: You can perform searches on non-editable picklists if you enter the first letter, or the first few characters of the entry. As you type, you will see that the tab at the top of the list will expand to display the letters that you type. For example, if, when reading a picklist for a Local Scheme, you need to find Reading, type R and the displayed list will start at the first item of the list beginning with R.

- Highlight the item in the picklist by touching it

- Examine the screen to see whether the picklist item is editable (an Edit icon will be shown above the stack of Arrow icons)

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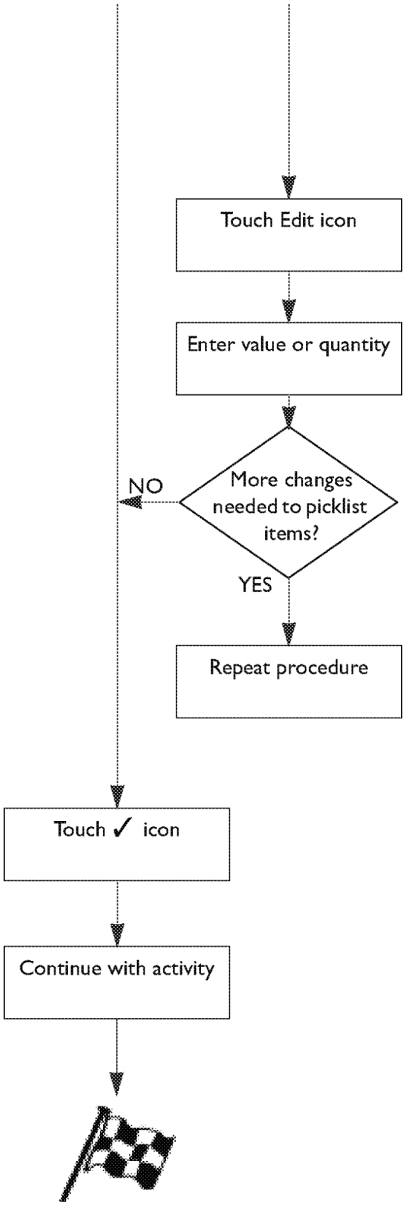
System features



If an Edit icon is shown:

This means that you can edit the item in the list using either:

- the keyboard
- the Edit icon, followed by the on-screen number pad

- With the item you wish to edit highlighted, touch the Edit icon

- Enter the value or quantity as appropriate

- Check whether you need to make more changes to picklist items

If more edits are required:

- Repeat the procedure from the flow-chart box 'Item displayed in picklist?' on page 25.

- Touch the ✓ icon

- Continue with the activity as normal.

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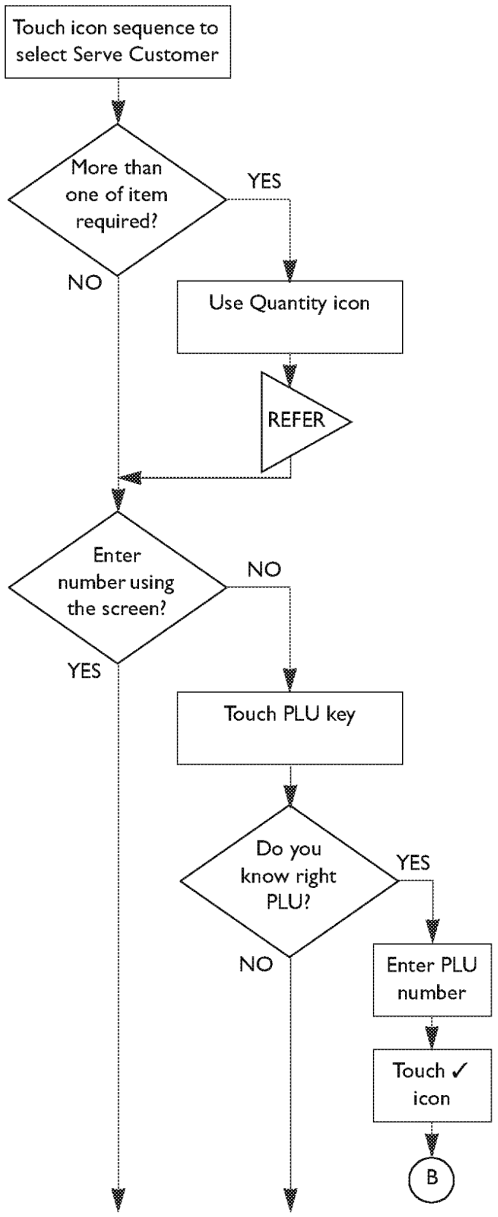
8 Using Product Look Up (PLU) numbers

Use this procedure if you have difficulty finding the product you require on the menu list, you can select the product by entering the Product Look Up number (PLU).

Please note: A PLU number will only be available if the product is available for sale in your office.



When you need to use a PLU:

- Select the Serve Customer option by touching the following icon sequence:
  - Transactions
  - Serve Customer
- Check whether the customer requires more than one of the item

If the customer wants more than one of the item:

- Use the Quantity icon.

For information on using the Quantity icon, see subsection 10; Using the Quantity icon.

- Decide whether you want to enter the PLU by touching the screen.

If not:

- Touch the PLU key on the keyboard

- Decide whether you know the right PLU

If you do:

- Enter PLU number using either the on-screen keypad or the numberic keys on the keyboard

- Touch the ✓ icon

- Go to 'B' on page 29.

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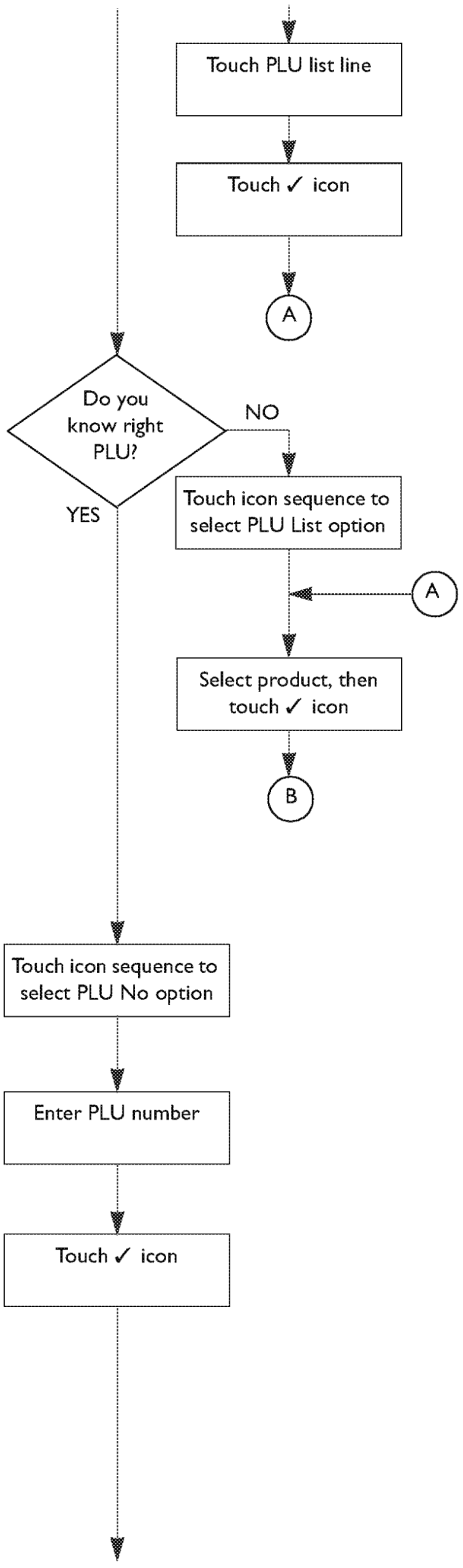
System features



If you do not know PLU number:

- Touch the PLU list line in the PLU Sale panel on the right hand side
- Touch the ✓ icon.
- Go to 'A' on page 28

- Decide whether you know the right PLU

If you do not know the right PLU:

- Select the PLU List option by touching the following icon sequence:

  - Functions
  - PLU List

- Touch the appropriate product to highlight it, then touch the ✓ icon

The selected product will be highlighted in yellow.

- Go to 'B' on page 29.

Please note: If the product you want is not shown, use the arrow keys on the right of the screen to move up and down the list to find the product name.

- Select the PLU No option by touching the following icon sequence:

  - Functions
  - PLU No

- Enter the PLU number using the numeric keypad

- Touch the ✓ icon

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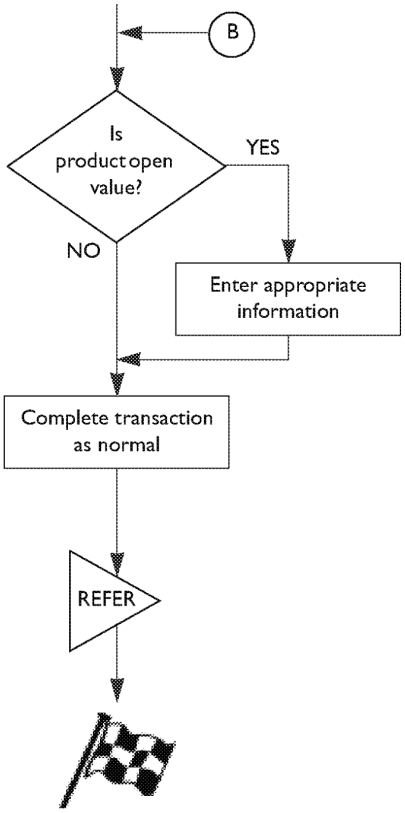
System features



- Examine the screen to see whether the product is an open value one

  If the product is for an open value:

  - Enter the apropriate information using the numeric keypad.

- Complete the transaction by checking the Transaction Stack and settling in the normal way.

  For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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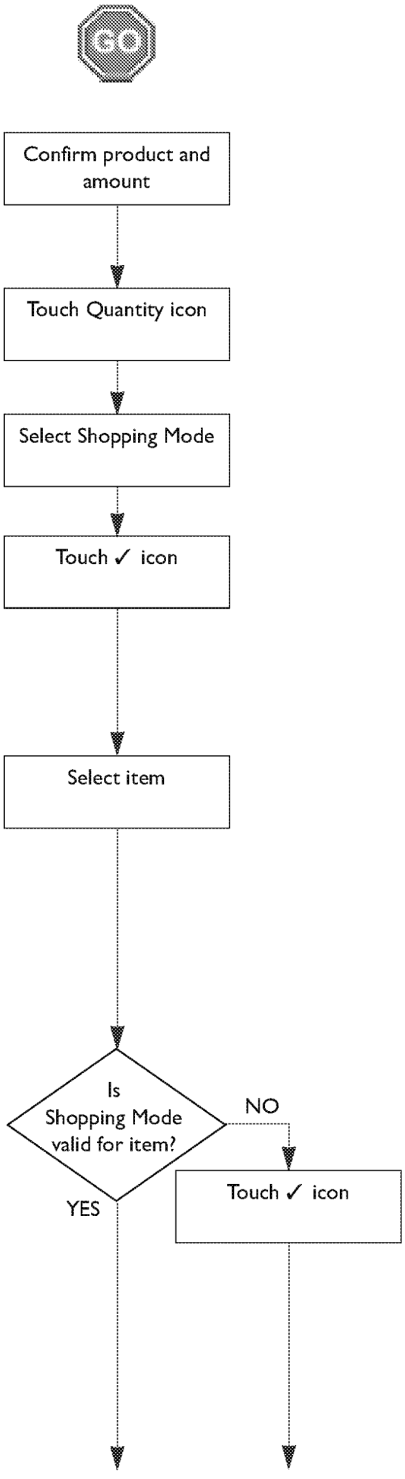
9 Using Shopping Mode



When you need to know how many of a particular item a customer can obtain for a certain amount of money:

Please note: You cannot use this procedure for an open value item.

- Confirm the product required and the total amount of money tendered by the customer

Please note: You can only use the Shopping Mode when the Quantity icon is displayed.

- Touch the Quantity icon

The Enter Quantity/Change Quantity screen will be displayed.

- Touch the Shopping Mode option on the right hand side of the screen

- Touch the ✓ icon

The Serve Customer menu (or whatever menu was previously displayed) will be re-displayed with the number 1 on the Quantity icon changed to display Shop.

- Touch the icon for the item for which you want to use Shopping Mode (see the appropriate procedure for selling this item)

Please note: Depending on which item the customer wants, you may have to go to another screen before you can select the item.
The Value screen will be displayed.

- Examine the screen to see whether Shopping Mode is valid for this item

If Shopping Mode is not valid for this item:

- Touch the ✓ icon to confirm the error message

Please note: If you have selected an incorrect item for Shopping Mode (eg, an open value product) you may reselect another item at this point.

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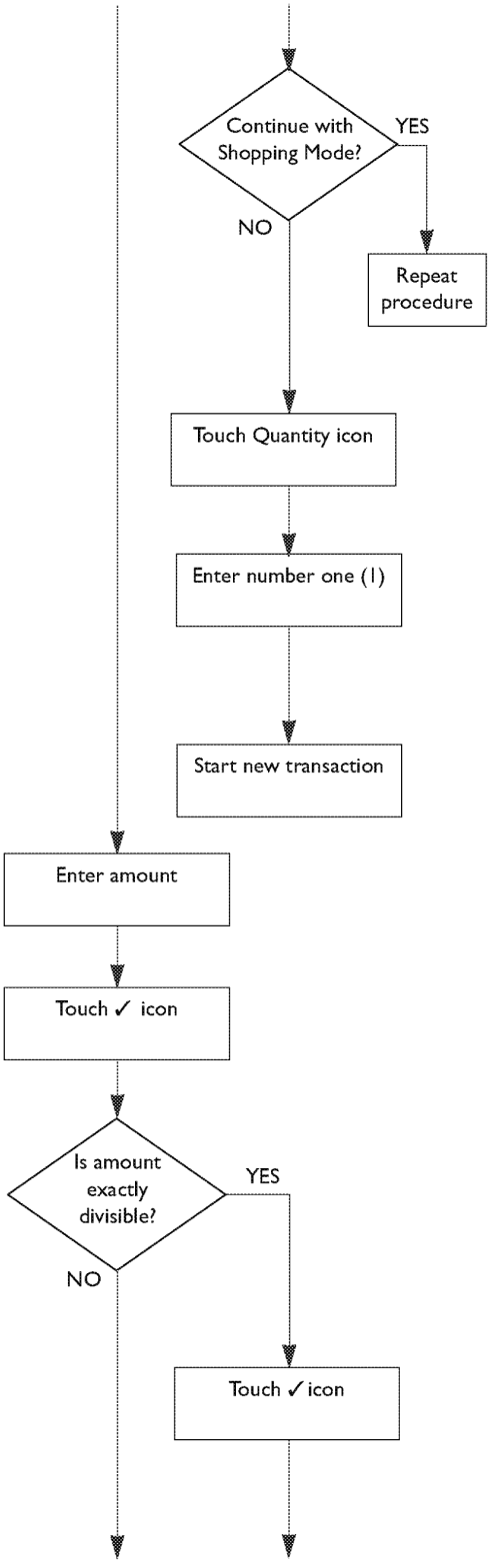
System features



- Decide whether you wish to continue with Shopping Mode

If you wish to continue with Shopping Mode:

- Repeat the procedure from the flow-chart box 'Select item' on page 30.

If you do not wish to continue with Shopping Mode:

- Touch the Quantity icon

- Enter number one (1) by using either of the following:
  - the keyboard
  - the Quantity icon (see subsection 10; Using the Quantity icon)
- Start a new transaction to reset Shopping Mode to Qty (1) for an open value item.

- Enter the total value for the item by using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon

  The number of items that the customer can buy will be shown in the Shop Quantity screen.

- Examine the screen to see whether the amount is exactly divisible by the quantity

  If the amount tendered is exactly divisible by the quantity, a single option will be displayed.

If the amount is exactly divisible by the quantity:

- Touch the ✓ icon.

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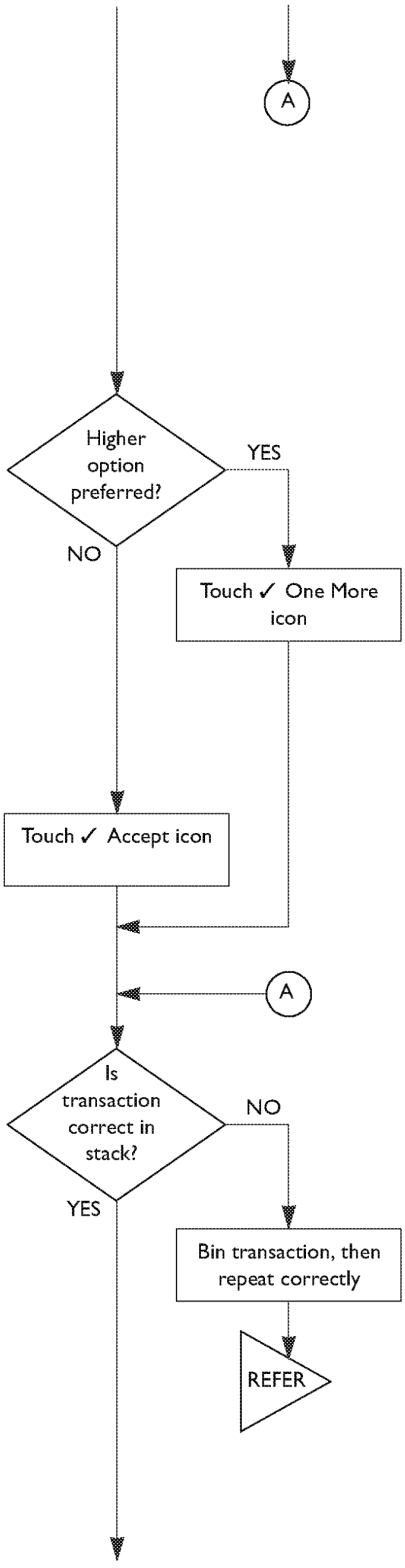
System features



- Go to 'A' on page 32.

If it is not divisible, the options to purchase the item nearest to the amount tendered (both just below and just above the amount) will be displayed.

Please note: If you mistakenly entered an amount that was less than the cost of a single item, touch the ✓ icon to acknowledge the message, then touch the ✗ icon and enter the correct amount.

- Check with the customer whether they would like to take the higher option of the two

If the higher amount is required:

- Touch the ✓ One More icon.

Please note: Remember to obtain any additional payment required.

The amount to be paid will appear in the Transaction Stack.

If the lower amount is required:

- Touch the ✓ Accept icon.

The amount to be paid will appear in the Transaction Stack.

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

If the transaction in the stack is incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon, see subsection 1; Main functions of the system and how to move around it

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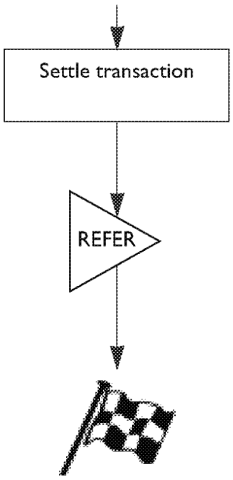
System features



- Settle the transaction, if required.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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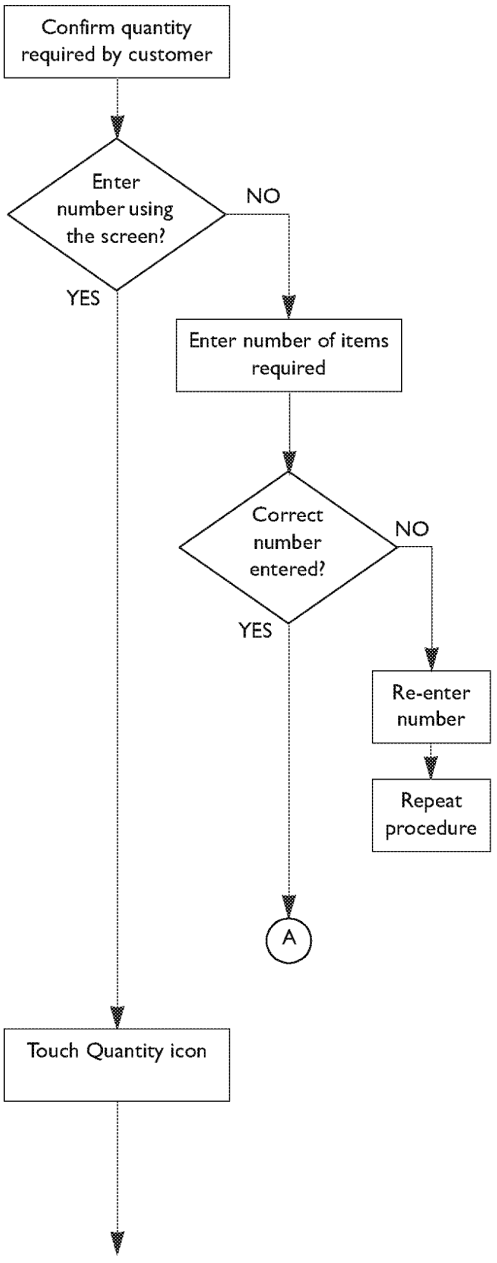
10 Using the Quantity icon

Use this procedure when a customer requires more than one of a particular product or service.

This procedure can only be used when the Quantity icon is displayed.



- Confirm with the customer the quantity required

- Decide whether you want to enter the quantity by touching the screen

If you do not:

- Enter the number of items required using the numeric keys on the keyboard

The quantity you entered will appear in the quantity icon.

- Examine the screen to see whether you have entered the correct number.

If the number is incorrect:

- Wait 2 seconds and re-enter the number of items required

- Repeat procedure from 'Correct number entered?' on page 34

- Go to 'A' on page 35

If you do want to use the on-screen keypad:

- Touch the Quantity icon

The Enter Quantity/Change Quantity screen will be displayed.

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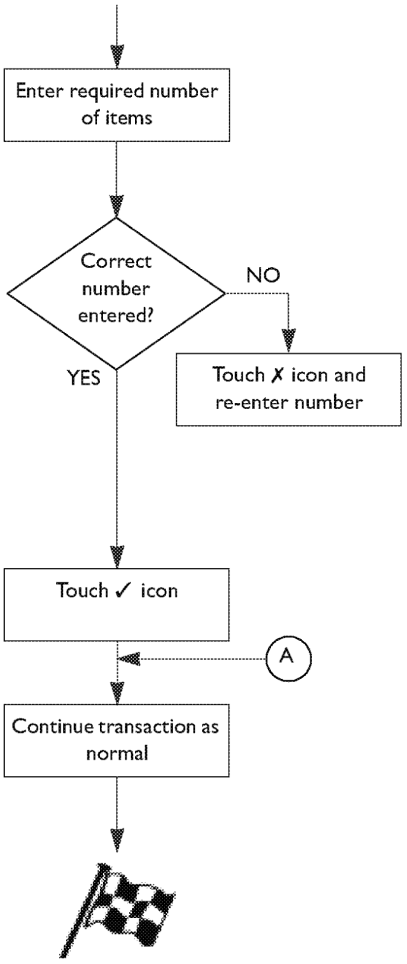
System features



- Enter the number of items required using either the on-screen keypad or the numeric keys on the keyboard.

- Examine the screen to see whether you have entered the correct number.

  If the number is incorrect:

  - Touch the ✗ icon to clear the entry and enter the number again.

  Please note: If you only want to delete one digit of a number at a time, you can use the thick arrow on the bottom left of the on-screen number pad.

- Touch the ✓ icon

  The Previous menu will be displayed with the Quantity icon displaying the number.

- Continue with the transaction as normal.

  Please note: After a transaction has been placed in the stack, the Quantity icon will revert to 1, which is the normal value. The quantity can be changed at any time during the transaction, until it is placed in the stack.

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11 Training mode guidelines

Any transaction that can be carried out in live mode at the counter can also be performed in training mode.

Transactions are processed in exactly the same way in either mode, however training mode differs in three respects:

- the background on the screen is a light purple colour instead of the blue-green wash of the live system
- the background of the screen has the word 'Training' across it
- the printer will print ‘training mode’ on every receipt and report

Only the person who is logged onto the system with Manager Level of responsibility will be able to gain access to training mode.

To support training mode managers will have been given the following items during the training course:

- a training pack of 6 magnetic cards and one smart card for the Automated Payment Service
- practice bar-codes for the Automated Payment Service, Logistics Feeder Service and Order Book Control Service
- password(s) and username(s), allowing access to training mode

The training database resets to its original state every day so that the data can be reused. This occurs overnight during the Desktop reload. If the system is in use at the time and the reload does not take place, the data will not be reset. If the data has not reset, the user will have the option to reset it the next time training mode is accessed.

It takes approximately 8 minutes to access training mode and 2 minutes to log out before you can log on to the live Horizon System therefore you should plan your use of training mode carefully. To maintain a high level of customer service you should operate training mode outside of opening hours whenever possible, or alternatively on an unoccupied workstation.

Please note: Do not try to leave training mode by switching off the processor, as you will then need to follow the restart procedure which will impact on customer service.

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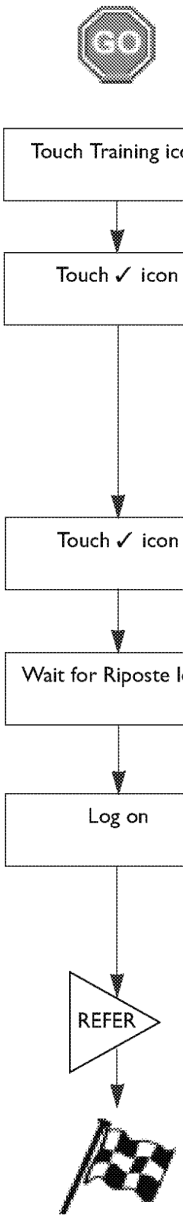
12 Entering and leaving the Horizon system training mode

The Horizon system training mode allows you to practise transactions without updating the live data held on the system.

The background colour of the training mode screen is light purple (instead of the blue-green wash of the normal mode screen) and has the word 'Training' clearly marked across it.

12.1 Entering training mode

When you need to enter training mode:



- Touch the Training icon on the Desktop
- Touch the ✓ icon to confirm that you want to enter training mode

  If you do not want to enter training mode:

  - Touch the ✗ icon

  You will see a message asking if you want to reinitialise the desktop
- Touch the ✓ icon to acknowledge the message
- Wait until the screen returns to the Riposte logo
- Log on to the Horizon system training mode in the same way as you do for normal mode.

  For information on the usernames and passwords used to access training mode, see subsection 11; Training mode guidelines.

  For information on logging on, see subsection 3; Logging on and logging out.

  Unless you are entering training mode for the first time, the system will ask if you want to reset the data to its original state or to carry on from the previous exit point.

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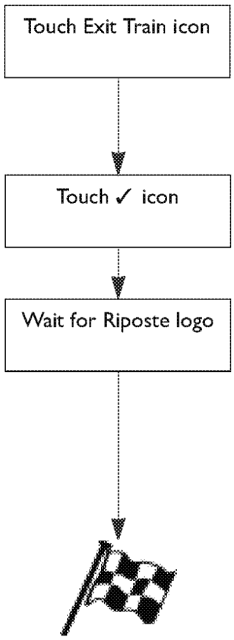
12.2 Leaving training mode

When you need to exit from training mode:

Please note: Do **not** exit from training mode by switching off the processor.



- Touch the Exit Train icon
- Touch the ✓ icon to confirm that you want to enter normal mode.
- Wait until the screen returns to the Riposte logo.

When you exit training mode you are logged out of both training and normal modes and you will have to log back into the system.

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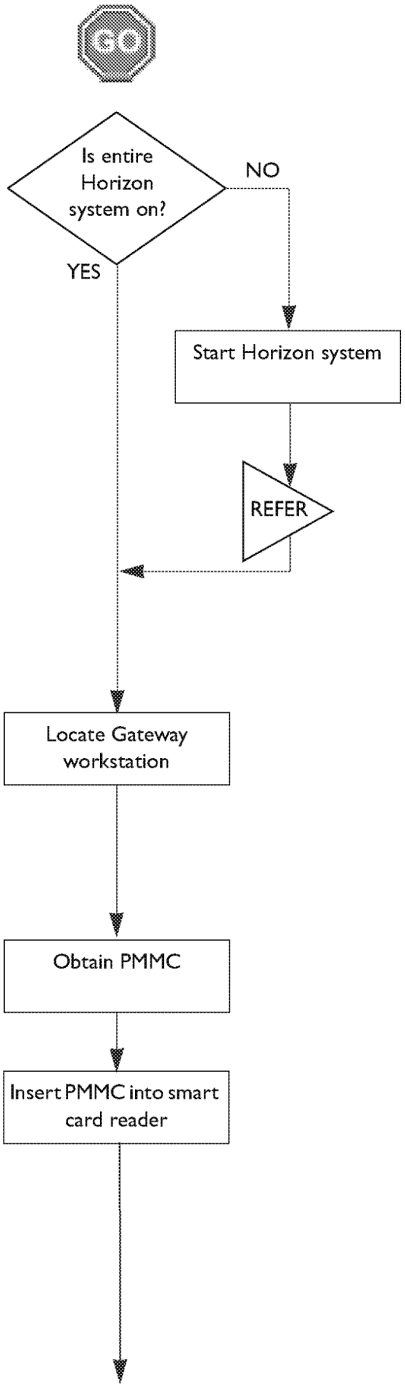
13 Initialising the Horizon system

Use this procedure when a new Horizon system is installed in your office.

The Horizon system cannot be used until this procedure has been completed.



- Check that the entire Horizon system is switched on

  The processor and components may already be switched on, for example by the engineer.

  If the entire system is not switched on:

  - Start the Horizon system

  For information on starting up, see subsection 2; Starting up and shutting down

  Each screen should then display the initial screen (an animated picture of a hand inserting a card into the Smart Card reader with the instruction 'Please insert your Postmasters Memory Card (PMMC)).

- Locate the workstation that has the words 'GATEWAY WORKSTATION' displayed at the top left corner of the screen; you must start the initialisation process on this workstation

  The Gateway is the link between the central system and the post office.

- Obtain one of the Postmaster's Memory Cards (PMMC) supplied with the Horizon system. Keep the other as a spare

- Insert the PMMC into the Smart Card reader slot on the keyboard, with the front of the card facing you and the broad arrow downwards, (as illustrated on the screen)

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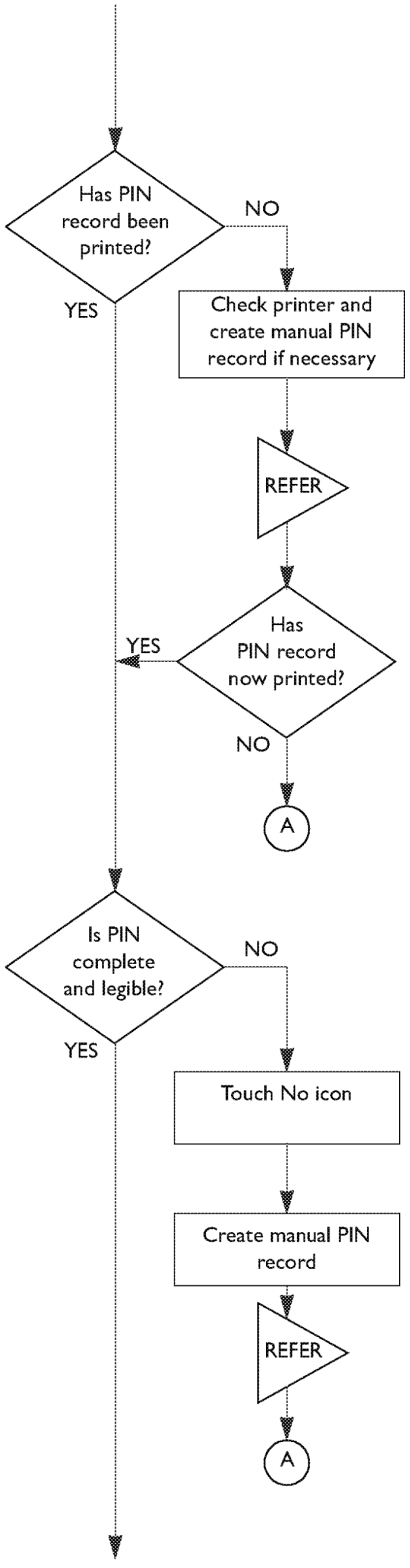
System initialisation



The counter printer will print a receipt that shows a 15-character PIN, grouped into five sets of three characters. This receipt is referred to as the PIN record.

The system will display a message asking whether the printer printed the PIN completely and legibly.

- Check that the PIN record has been printed

If the PIN record has not been printed:

- Check the printer and create a manual PIN record if necessary

For information on checking the printer and creating a manual PIN record, see subsection 18; Creating a manual PIN record

Check whether the PIN record has now printed

If the PIN record has still not printed (that is, it has been necessary to create a manual PIN record):

- Go to 'A' on page 41.

- Check that the printed PIN record is complete and legible

If the printed PIN record is not complete and legible:

- Touch the No icon

- Create a manual PIN record

For information on creating a manual PIN record, see subsection 18; Creating a manual PIN record, starting at the flowchart box 'Do you want to view PIN?' on page 77.

- Go to 'A' on page 41.

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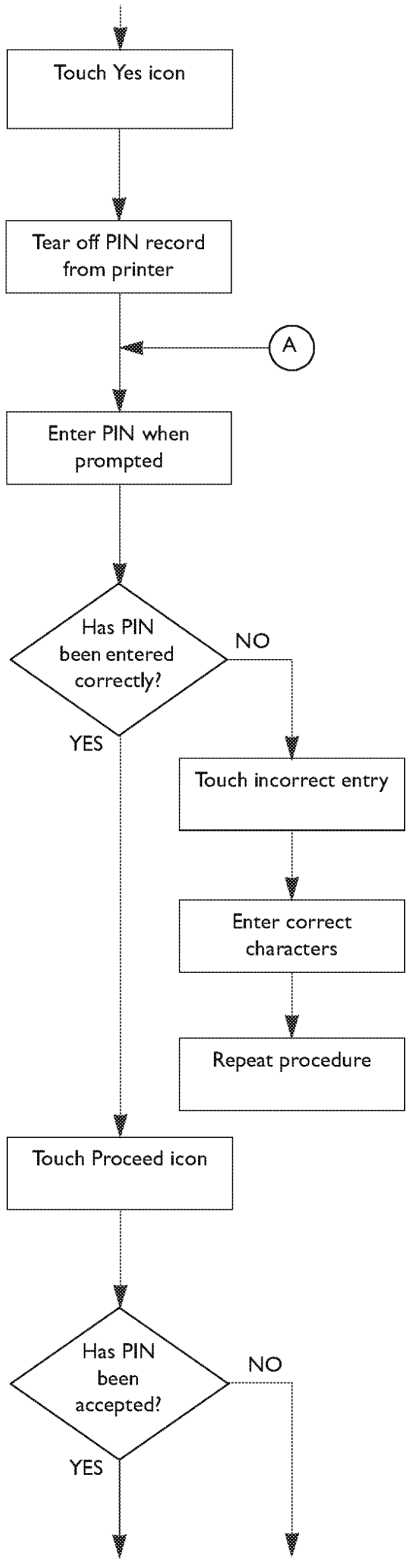
System initialisation



- Touch the Yes icon
- Tear off the PIN record from the counter printer
- Enter the PIN, when prompted, as shown on the PIN record, using the keyboard

  If the keyboard is not working and the PIN cannot be entered, call the Horizon System Helpdesk.

  For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous.
- Examine the screen to see whether you have entered the PIN correctly

  If you have entered the PIN incorrectly:

  - Touch the incorrect entry on the screen
  - Use the Backspace key to delete any characters that are incorrect and then enter them correctly
  - Repeat procedure from flow-chart box 'Has PIN been entered correctly?' on page 41
- Touch the Proceed icon
- Examine the screen to see whether the PIN has been accepted

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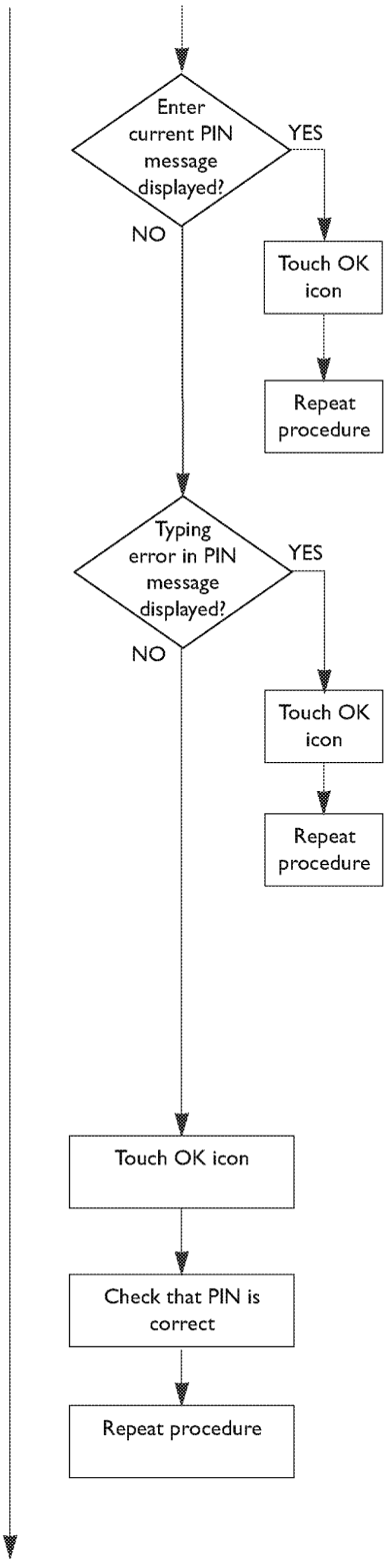
System initialisation



If the PIN has not been accepted:

- Examine the screen to see if a message is displayed asking you to enter the current PIN before proceeding.

If an enter current PIN message is displayed:

- Touch the OK icon

- Repeat the procedure from the flowchart box 'Enter PIN when prompted' on page 41.

If an enter current PIN message is not displayed:

- Examine the screen to see if a message is displayed telling you that there is a typing error in this PIN

If a typing error message is displayed:

- Touch the OK icon

- Repeat the procedure from the flowchart box 'Enter PIN when prompted' on page 41.

Please note: If the PIN is not accepted by the third attempt call the Horizon System Helpdesk, see Office Administration booklet; Miscellaneous

A message will be displayed telling you that this appears to be an invalid PIN, although it may be simply mis-typed

- Touch the OK icon

- Check that you have entered the PIN correctly

- Repeat the procedure from the flowchart box 'Enter PIN when prompted' on page 41.

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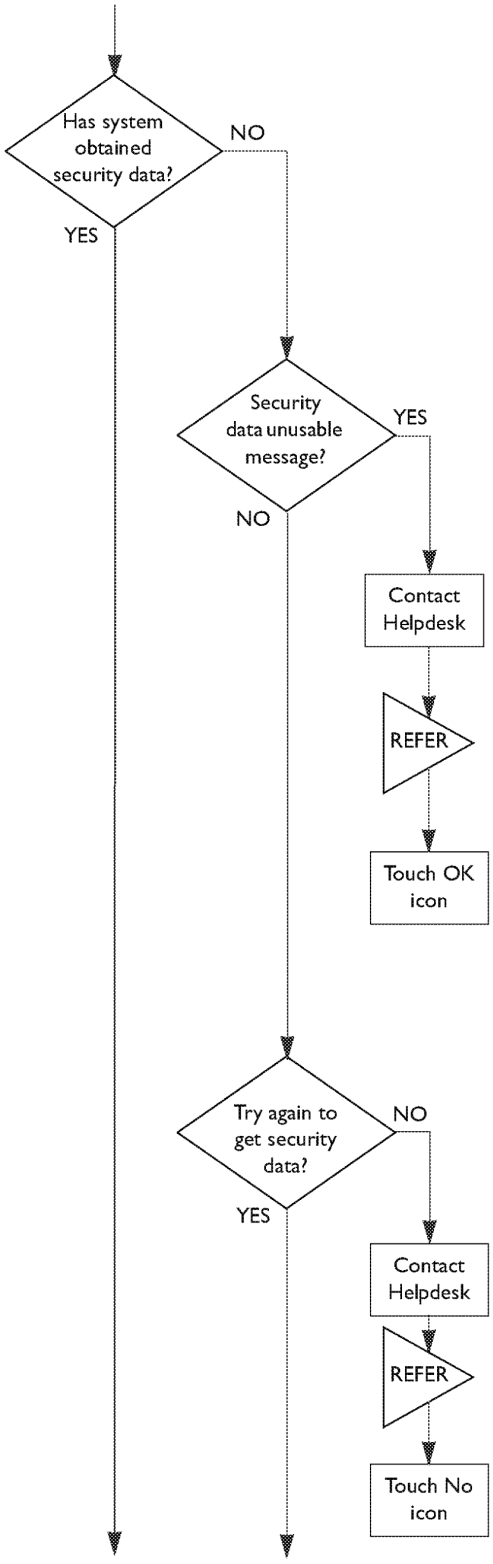
System initialisation



The system will display the message 'Attempting to get new security data. Please wait...' followed by 'Writing to the PMMC. Please wait...'

- Examine the screen to see whether the system has obtained the security data successfully

If the attempt to obtain the security data is not successful, the system displays a message to inform you of this.

If the system has not obtained the security data successfully:

- Examine the screen to see if the system is displaying a message saying that the received security data was unusable

If the system is displaying a message saying that the received security data was unusable:

- Contact the Horizon System Helpdesk

For information on contacting the Horizon System Helpdesk, see Office Administration booklet; Miscellaneous

- Touch the OK icon to return to the initial screen of the procedure.

If the system is displaying a message asking whether you want to try again to get the security data:

- Decide whether you want to try again to get the security data

There is no limit to the number of retries.

If you do not want to try again:

- Contact the Horizon System Helpdesk

For information on contacting the Horizon System Helpdesk, see Office Administration booklet; Miscellaneous

- Touch the No icon to return to the initial screen.

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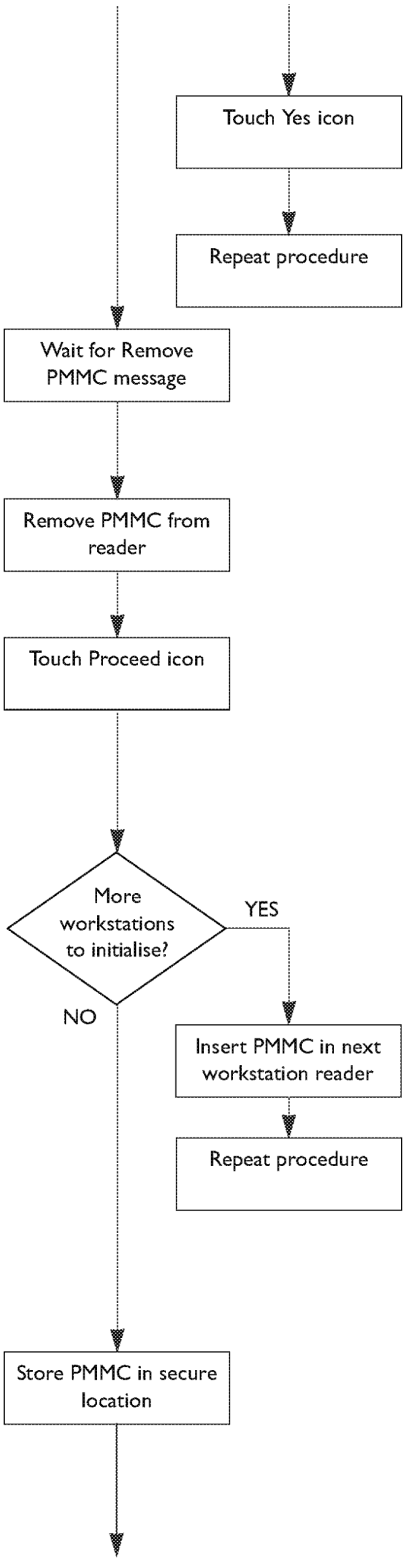
System initialisation



If you want to try again:

- Touch the Yes icon.
- Repeat the procedure from the flowchart box 'Has system obtained security data?' on page 43.

- Wait until the screen displays a message telling you to remove the PMMC
- Gently remove the PMMC from the card reader
- Touch the Proceed icon

  The Horizon system will be available for use after a short delay.

  Please note: You may continue with the procedure while the Gateway workstation is initialising.

- Decide whether there are any more workstations to initialise

If there are more workstations to initialise:

- Insert the PMMC into the reader of the next workstation
- Repeat procedure from the flow-chart box 'Enter PIN when prompted' on page 41, omitting the steps for obtaining security data since these apply to the Gateway workstation only.

Please note: Use the same PMMC and PIN record for all the workstations in your office.

- Store the PMMC in a signed sealed envelope in a secure location

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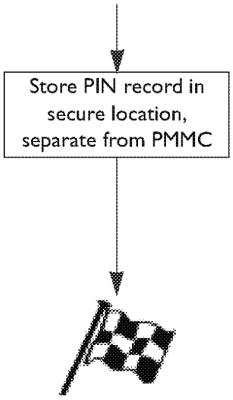
System initialisation



- Store the PIN record in a signed sealed envelope in a secure location separate from the PMMC.

  Please note: It is important that you keep the PIN record and PMMC secure but separate. If either is lost, the recovery procedure is time consuming and security will be compromised.

  Instructions for logging on to the Horizon system are contained in subsection 3; Logging on and logging out.

  Instructions for setting up a first user are contained in, Office Administration; User administration; Setting up a first user.

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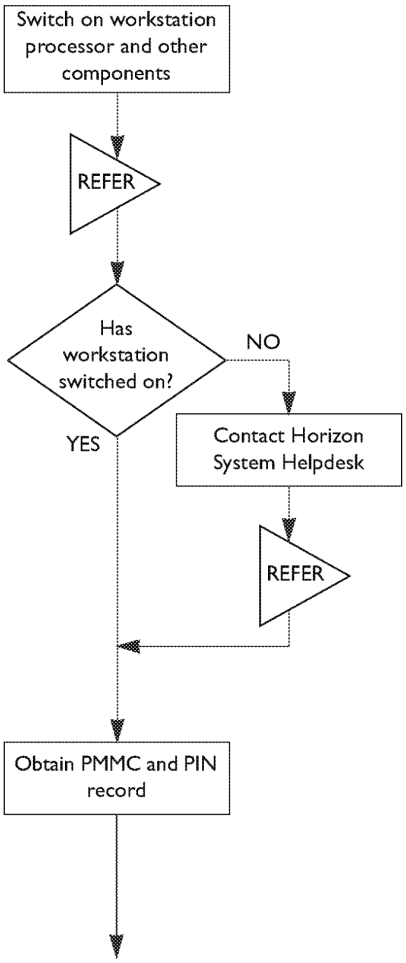
14 Restarting a workstation

Use this procedure when you need to restart a workstation, or to initialise a replacement non-Gateway workstation that has just been installed in your office.

This procedure applies to both the existing Gateway workstation and non-Gateway workstations. It does not apply to a replacement Gateway workstation. For information about restarting a replacement Gateway workstation see subsection 15; Replacement of a Gateway workstation.

In all cases, you will not be able to use the workstation until this procedure has been completed.

If a power failure has taken all workstations down, access must first be regained on the Gateway workstation. If the Gateway workstation cannot be restarted, access can be regained on the non-Gateway workstations, provided that the PIN record and PMMC are available. However, there will be no external communication with the centre.



- Switch on the workstation processor and other components, if not already switched on

  For information on starting up the Horizon System, see subsection 2; Starting up and shutting down

- Check that the workstation has power

  If not:

  - Contact the Horizon System Helpdesk

  For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous; Help Desks.

  The screen should display the initial screen (an animated picture of a hand inserting a card into the Smart Card reader).

- Obtain the PMMC and PIN record from their respective secure locations

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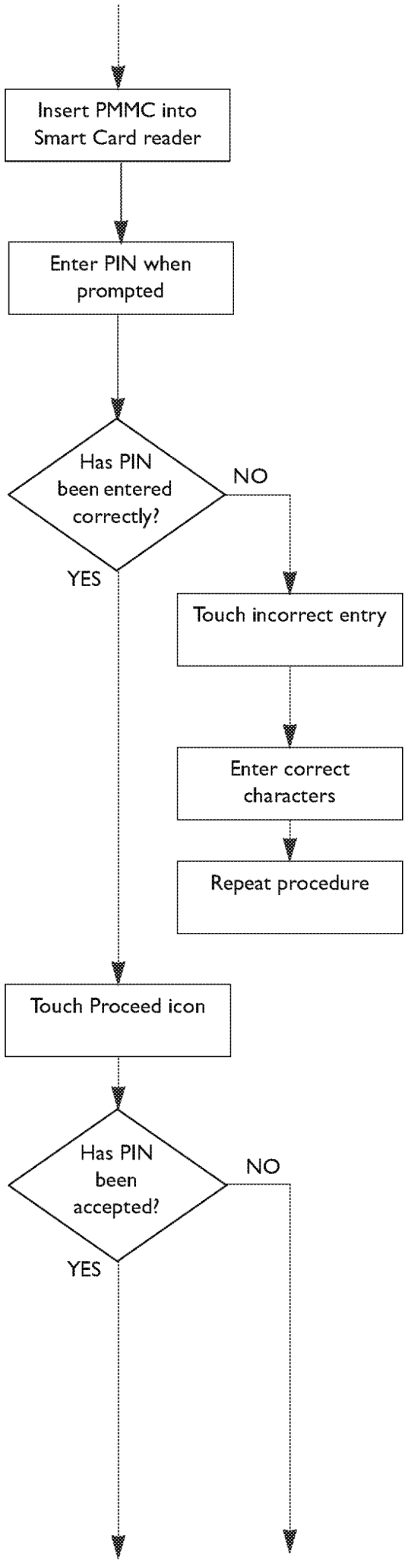
System initialisation



- Insert the PMMC into the Smart Card reader slot on the keyboard, with the front of the card facing you and the broad arrow downwards (as illustrated on the screen)

- Enter the PIN (as printed on the PIN record) when prompted, using the keyboard

  If the keyboard is not working and the PIN cannot be entered, call the Horizon System Helpdesk. For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous.

- Examine the screen to see whether you have entered the PIN correctly

  If you have entered the PIN incorrectly:

  - Touch the incorrect entry on the screen

  - Use the Backspace key to delete any characters that are incorrect and then enter them correctly

  - Repeat procedure from flow-chart box 'Has PIN been entered correctly?' on page 47

- Touch the Proceed icon

- Examine the screen to see whether the PIN has been accepted

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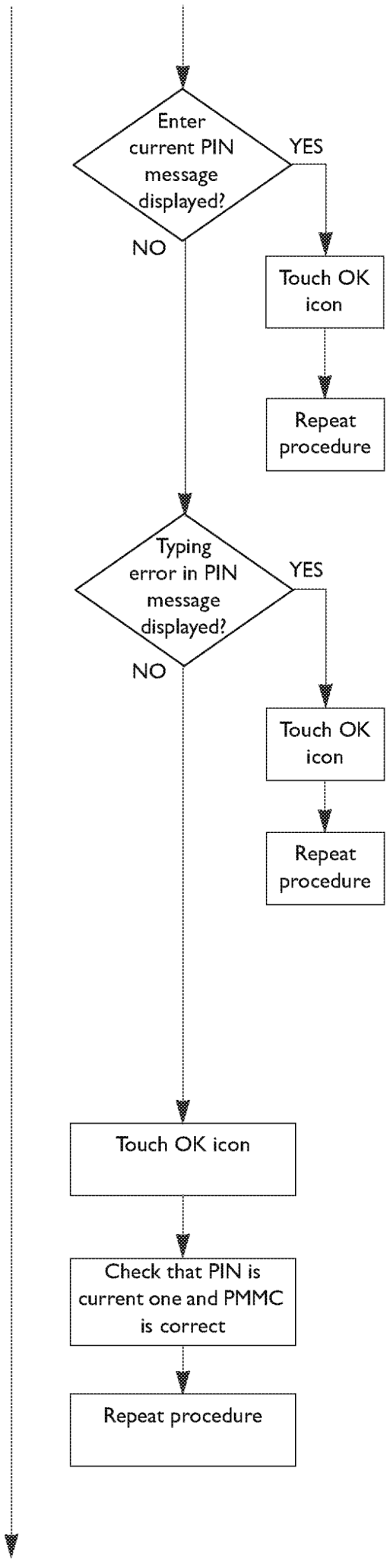
System initialisation



If the PIN has not been accepted:

- Examine the screen to see if a message is displayed asking you to enter the current PIN before proceeding.

If a message is displayed asking you to enter the current PIN:

- Touch the OK icon

- Repeat the procedure from the flowchart box 'Enter PIN when prompted' on page 47.

If an enter current PIN message is not displayed:

- Examine the screen to see if a message is displayed telling you that there is a typing error in this PIN

If this message is displayed:

- Touch the OK icon

- Repeat the procedure from the flowchart box 'Enter PIN when prompted' on page 47.

If the PIN is not accepted by the third attempt call the Horizon System Helpdesk, see Office Administration; Miscellaneous.

If this message is not displayed a message will be displayed telling you that this appears to be an invalid PIN, although it may be simply mis-typed

- Touch the OK icon.

- Check that you are using the current PIN and the correct PMMC

Please note: If you are using an old PIN, destroy it immediately and use the current PIN.

- Repeat the procedure from the flowchart box 'Enter PIN when prompted' on page 47.

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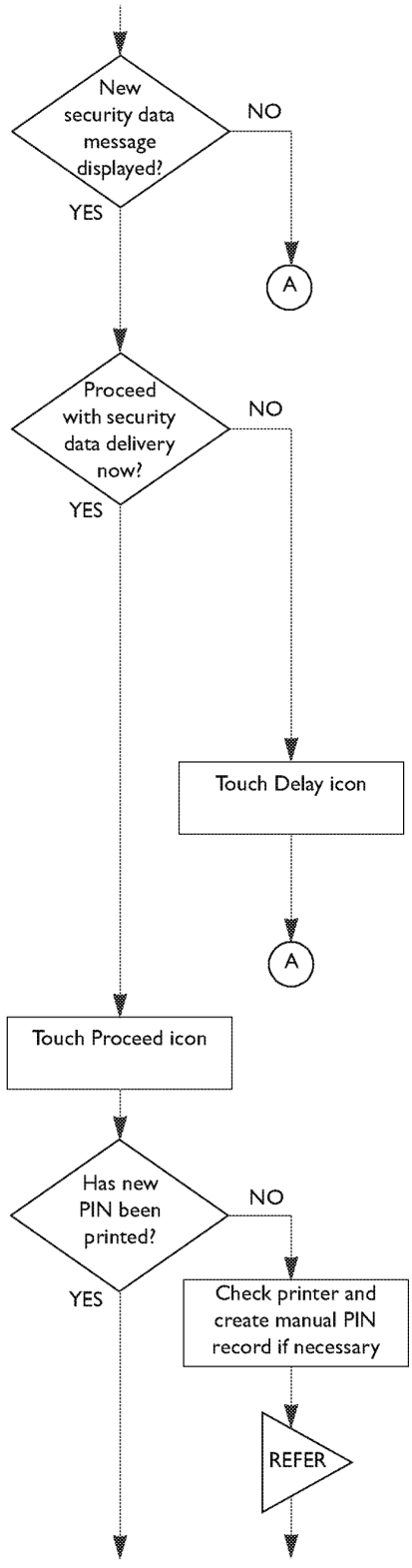
System initialisation



- Examine the screen to see whether a message telling you that this system is scheduled to receive new security data is displayed

  Please note: Security data is only sent to the Gateway workstation.

  If a new security data message is not displayed:

  - Go to'A' on page 54.

- Decide whether you want to proceed with the security data delivery now

  Please note: Delivery of the security data can take a short time to complete. Do not delay data delivery unnecessarily. You should only delay data delivery if there will be an adverse impact on customer service if you do not delay it. If you choose to delay the delivery of security data, you must repeat the procedure as soon as convenient.

  If not:

  - Touch the Delay icon

  - Go to 'A' on page 54.

- Touch the Proceed icon

- Check that a new PIN has been printed

  If the new PIN has not been printed:

  - Check the printer and create a manual PIN record if necessary

  For information on checking the printer and creating a manual PIN record, see subsection 18; Creating a manual PIN record.

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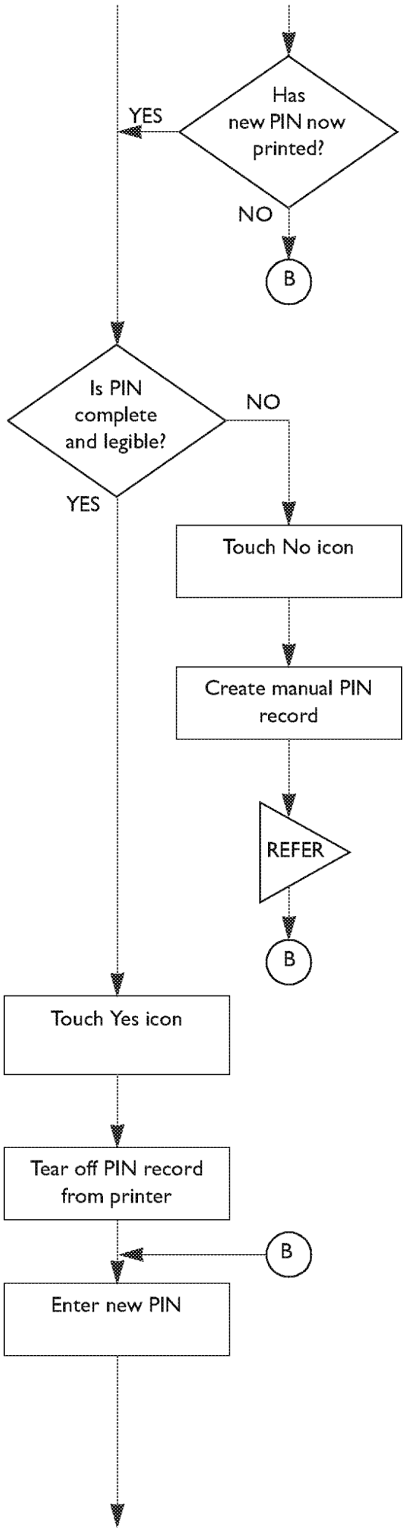
System initialisation



- Decide whether the new PIN has now printed

If the new PIN has still not printed:

- Go to 'B' on page 50.

- Check that the printed PIN record is complete and legible

If the printed PIN record is not complete and legible:

- Touch the No icon

- Create a manual PIN record

For information on creating a manual PIN record, see subsection 18; Creating a manual PIN record, starting at the flowchart box 'Do you want to view PIN?' on page 77

- Go to 'B' on page 50.

- Touch the Yes icon

- Tear off the PIN record from the counter printer

  The Horizon system will display the PIN number screen, prompting you to enter your PIN.

- Enter the new PIN as shown on the new PIN record, using the keyboard

  If the new PIN cannot be entered because the keyboard is not working call the Horizon System Helpdesk.

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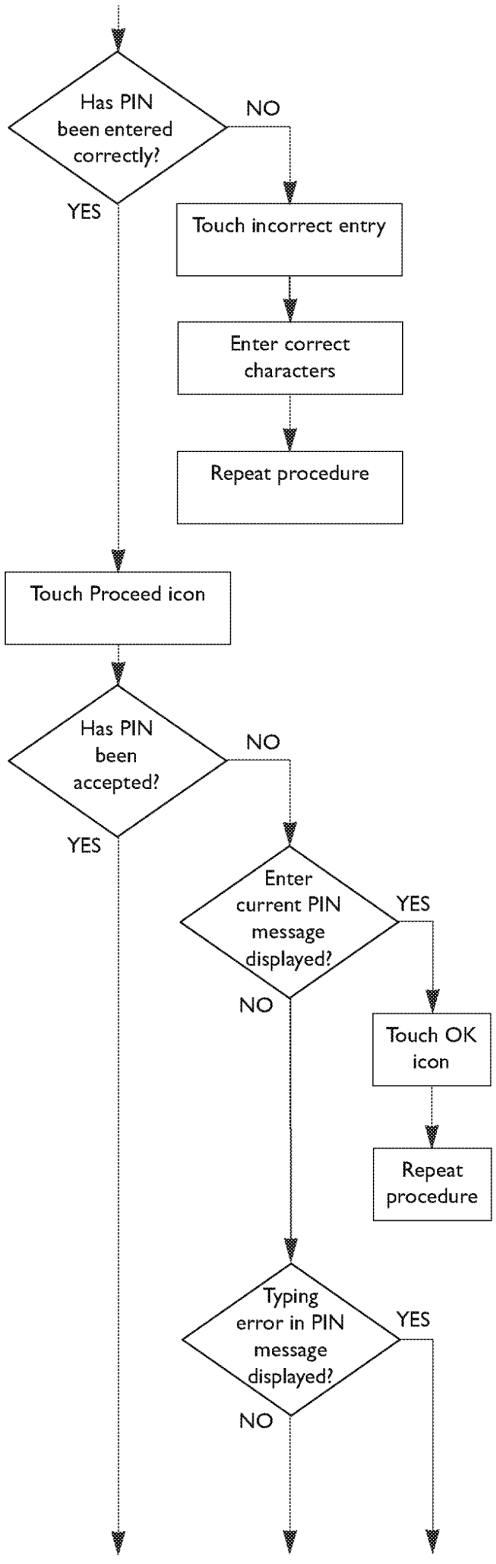
System initialisation



For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous

- Check that you have entered the PIN correctly

If you have entered the PIN incorrectly:

- Touch the incorrect entry on the screen
- Enter the correct characters, using the Backspace key to delete any which are incorrect
- Repeat the procedure from the flowchart box 'Has PIN been entered correctly?' on page 47.

- Touch the Proceed icon

The Horizon system will display the message 'Writing to the PMMC. Please wait...'.

- Examine the screen to see whether the PIN has been accepted

If the PIN has not been accepted:

- Examine the screen to see if a message is displayed asking you to enter the current PIN before proceeding.

If an enter current PIN message is displayed:

- Touch the OK icon
- Repeat the procedure from the flowchart box 'Enter new PIN' on page 50.

If an enter current PIN message is not displayed:

- Examine the screen to see if a message is displayed telling you that there is a typing error in this PIN

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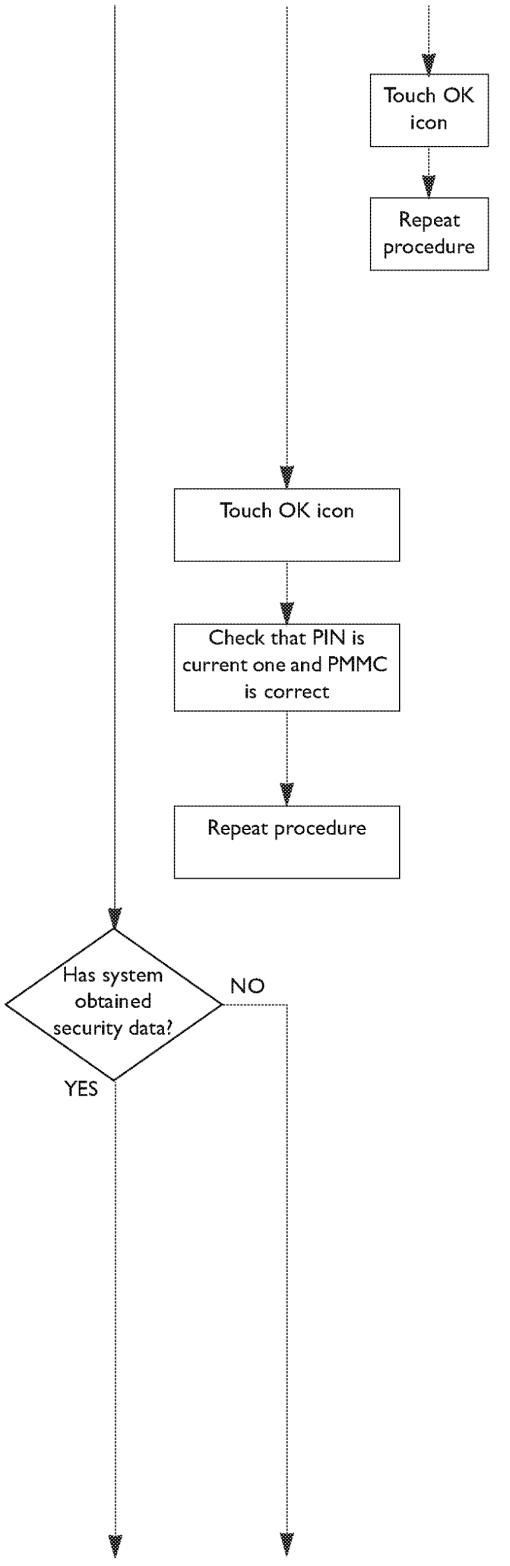
System initialisation



If this message is displayed:

- Touch the OK icon

- Repeat the procedure from the flowchart box 'Enter new PIN' on page 50.

If the PIN is not accepted by the third attempt call the Horizon System Helpdesk, see Office Administration; Miscellaneous.

If a typing error message is not displayed a message will be displayed telling you that this appears to be an invalid PIN, although it may be simply mis-typed

- Touch the OK icon

- Check that you are using the current PIN and the correct PMMC

  If you are using an old PIN, destroy it immediately and use the current PIN.

- Repeat the procedure from the flowchart box 'Enter PIN when prompted' on page 47.

- Examine the screen to see whether the system has obtained the security data successfully

  If the attempt to obtain the security data is not successful, the system displays a message to inform you of this.

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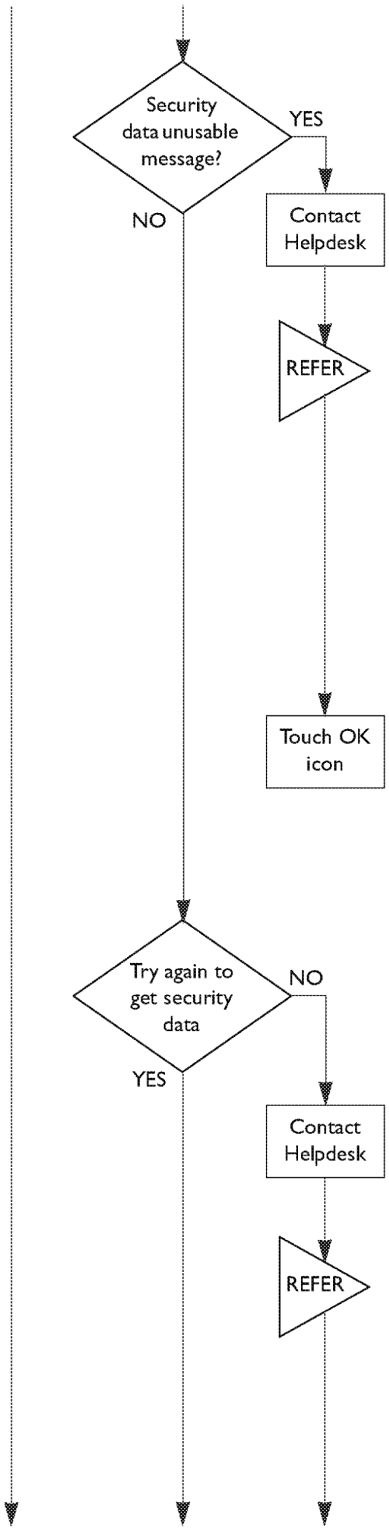
System initialisation



If not:

- Examine the screen to see if the system is displaying a message saying that the received security data was unusable

If the system is displaying this message:

- Contact the Horizon System Helpdesk

For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous.

If it is not convenient to do this at the moment, repeat the procedure from the beginning and delay the data delivery at the flowchart box 'Proceed with security data delivery now?' on page 49.

Please note: If you choose to do this, you must repeat the procedure as soon as convenient and call the Horizon system Helpdesk if the delivery of security data fails again.

- Touch the OK icon to return to the initial screen of the procedure.

If the system is displaying a message asking whether you want to try again to get the security data:

- Decide whether you want to try again to get the security data

There is no limit to the number of retries.

If you do not want to try again:

- Contact the Horizon System Helpdesk

For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous

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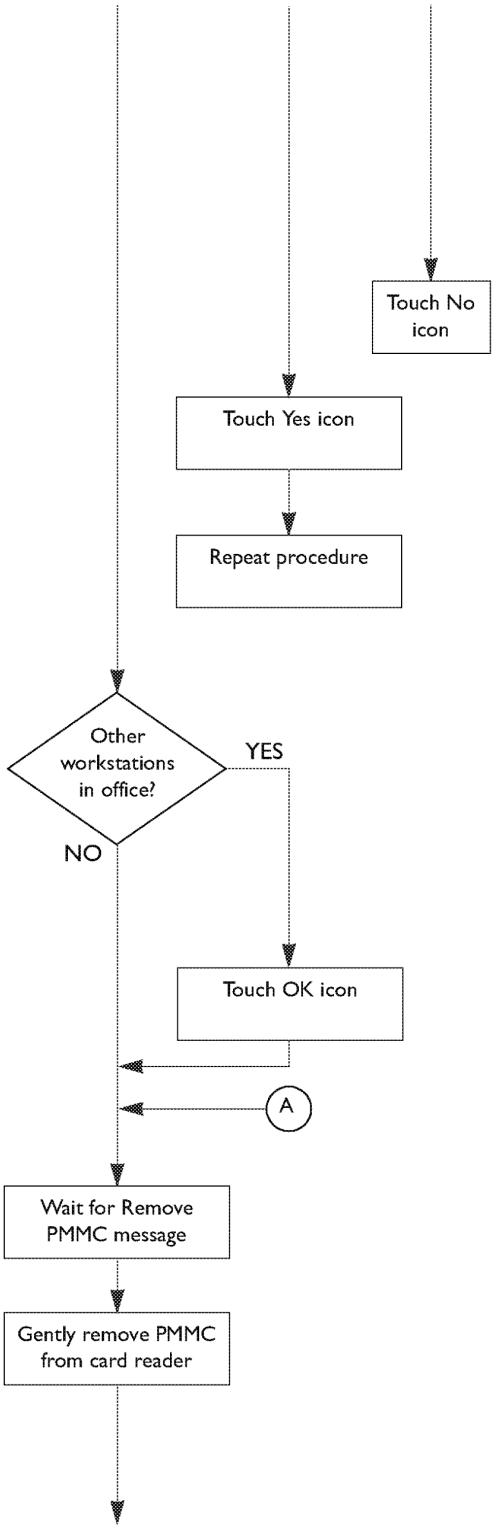
System initialisation



If it is not convenient to do this at the moment, repeat the procedure from the beginning and delay the data delivery at the flowchart box 'Proceed with security data delivery now?' on page 49.

Please note: If you choose to do this, you must repeat the procedure as soon as convenient and call the Horizon System Helpdesk if the delivery of security data fails again.

- Touch the No icon to return to the initial screen of the procedure.

If you want to try again:

- Touch the Yes icon.

- Repeat the procedure from the flowchart box 'Has system obtained security data?' on page 52.

- Decide whether there are other workstations in the office

  If there are other workstations in the office, the system displays a message telling you to initialise each of the other workstations at the earliest opportunity.

- Touch the OK icon to acknowledge the message.

- Wait until the screen displays a message telling you to remove the PMMC

- Gently remove the PMMC from the card reader

  There will be a delay on the Horizon system before you can proceed.

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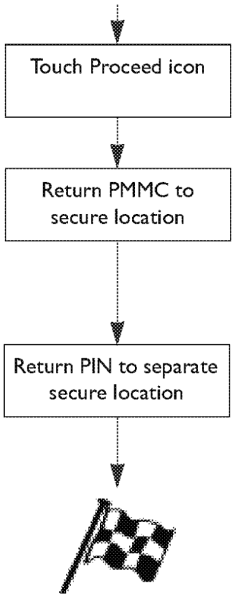
System initialisation



- Touch the Proceed icon when prompted

  The workstation will be available for use after a short delay.

- Return the PMMC in a signed sealed envelope to its secure location

- Return the PIN record in a signed sealed envelope to its secure location (separate from the PMMC).

  Please note: It is very important that you keep these two items secure but separate; if either is lost, the recovery procedure is very time consuming.

  For information on how to log on to the Horizon system, see subsection 3; Logging on and logging out

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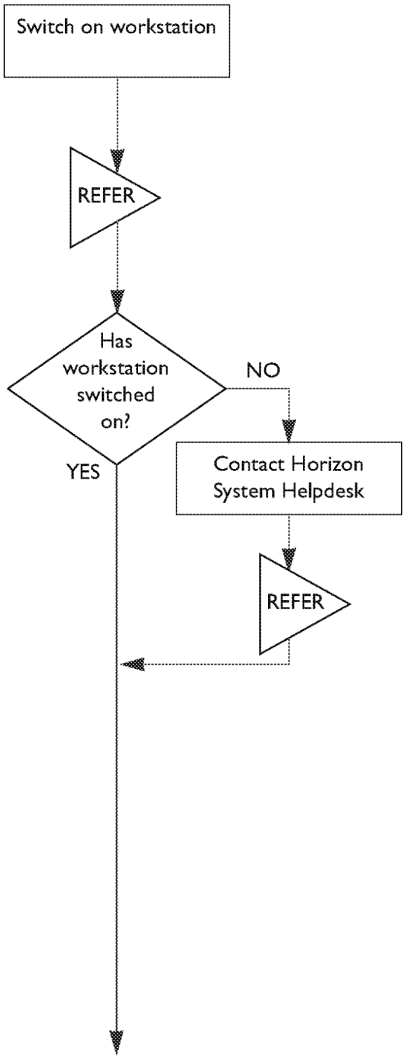
15 Replacement of a Gateway workstation

When you have a Gateway workstation replaced, you will not be able to use it until you complete the following procedure. Other workstations (nodes) in your office may still be used but they will have no link to other locations. They will not lose recorded data while the Gateway workstation is being replaced.

Transactions performed on the replaced Gateway workstation will not need to be re-entered, unless it was working in isolation at the time it failed.

For information about replacing non-Gateway workstations, see subsection 14; Restarting a workstation.

Use this procedure when a replacement Gateway workstation has just been installed in your office.



- Switch on the workstation using the On/Off switch

For information on starting up the Horizon System, see subsection 2; Starting up and shutting down.

- Check that the workstation has switched on

If the workstation has not switched on:

- Contact the Horizon System Helpdesk

For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous; Help Desks.

The screen will display the initial screen (an animated picture of a hand inserting a card into the Smart Card reader).

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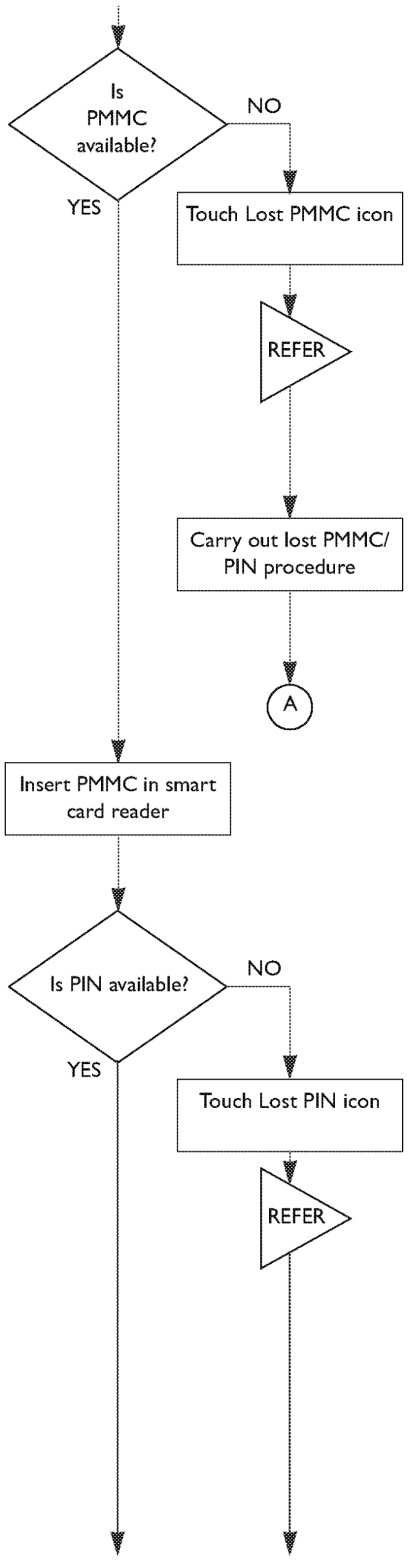
System initialisation



- Check that the Postmaster's Memory Card (PMMC) is available in its secure location

  If the PMMC is unavailable:

  - Touch the Lost PMMC icon

  For information on replacing a lost PIN/PMMC, see subsection 17; Lost Postmaster Memory Card (PMMC)/ Personal Identification Number (PIN).

  Please note: The fallback recovery option in the lost PIN/PMMC procedure is not applicable in this case.

  - Carry out the procedure for lost PMMC/PIN starting at the flowchart box 'Telephone Horizon System Helpdesk' on page 70 and ending at the flowchart box 'Destroy old PIN record' on page 75, then return to this procedure
  - Go to 'A' on page 61.

- Insert the PMMC into the Smart Card reader slot on the keyboard, with the front of the card facing you and the broad arrow downwards (as illustrated on the screen)

  The Horizon system prompts you to enter your PIN.

- Check that the Personal Identification Number (PIN) is available in its secure location

  If the PIN is unavailable:

  - Touch the Lost PIN icon

  For information on replacing a lost PIN/PMMC, see subsection 17; Lost Postmaster Memory Card (PMMC)/ Personal Identification Number (PIN).

  Please note: The fallback recovery option in the lost PIN/PMMC procedure is not applicable in this case.

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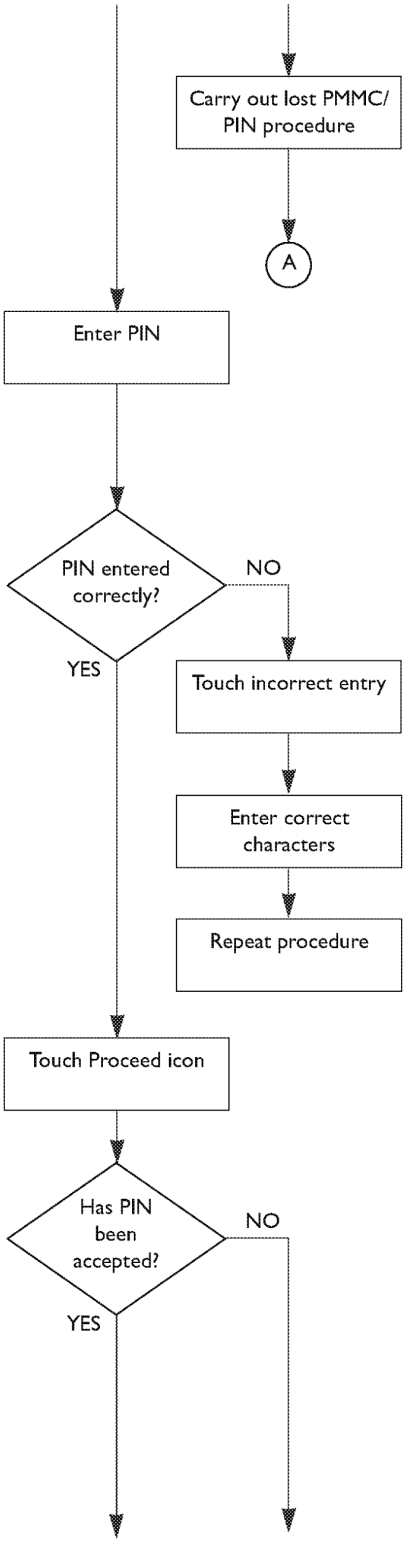
System initialisation



- Carry out the procedure for lost PMMC/PIN starting at the flowchart bo 'Telephone Horizon System Helpdesk' on page 70 and ending at the flowchart box 'Advise operator' on page 75, then return to this procedure
- Go to 'A' on page 61.

- Enter the PIN as printed on the PIN record, using the keyboard

  If the keyboard is not working and the PIN cannot be entered, call the Horizon System Helpdesk.

  For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous.
- Check that you have entered the correct PIN

  If you have entered the PIN incorrectly:

  - Touch the incorrect entry on the screen
  - Enter the correct characters, using the Backspace key to delete any which are incorrect
  - Repeat the procedure from the flowchart box 'Enter PIN' on page 58.
- Touch the Proceed icon
- Examine the screen to see whether the PIN has been accepted

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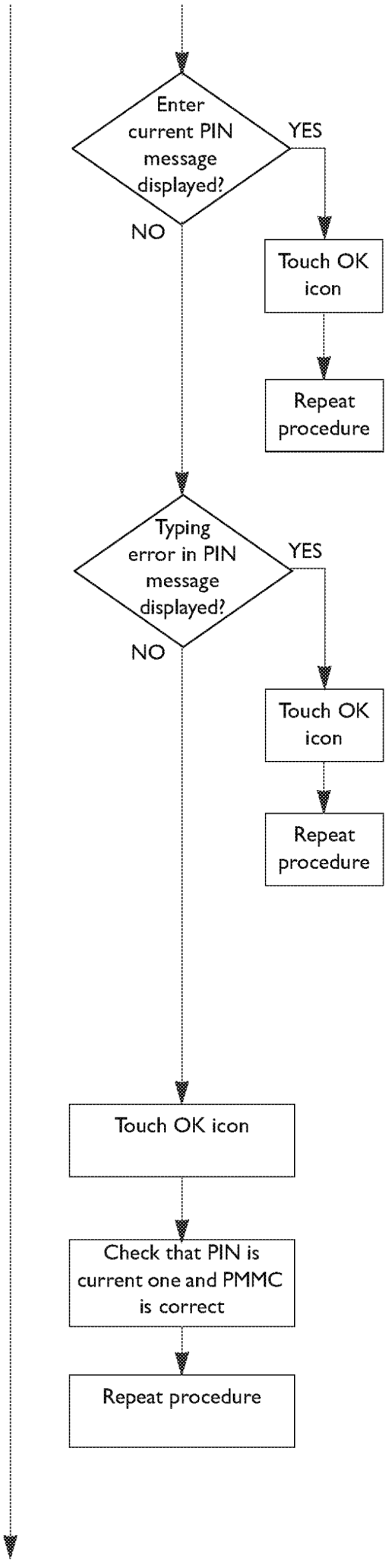
System initialisation



If the PIN has not been accepted:

- Examine the screen to see if a message is displayed asking you to enter the current PIN before proceeding.

If an enter current PIN message is displayed:

- Touch the OK icon

- Repeat the procedure from the flowchart box 'Enter PIN' on page 58.

If an enter current PIN message is not displayed:

- Examine the screen to see if a message is displayed telling you that there is a typing error in this PIN

If a typing error message is displayed:

- Touch the OK icon

- Repeat the procedure from the flowchart box 'Enter PIN' on page 58.

If the PIN is not accepted by the third attempt call the Horizon System Helpdesk, see Office Administration; Miscellaneous.

If a typing error message is not displayed a message will be displayed telling you that this appears to be an invalid PIN, although it may be simply mis-typed

- Touch the OK icon.

- Check that you are using the current PIN and the correct PMMC

If you are using an old PIN, destroy it immediately and use the current PIN.

- Repeat the procedure from the flowchart box 'Enter PIN' on page 58.

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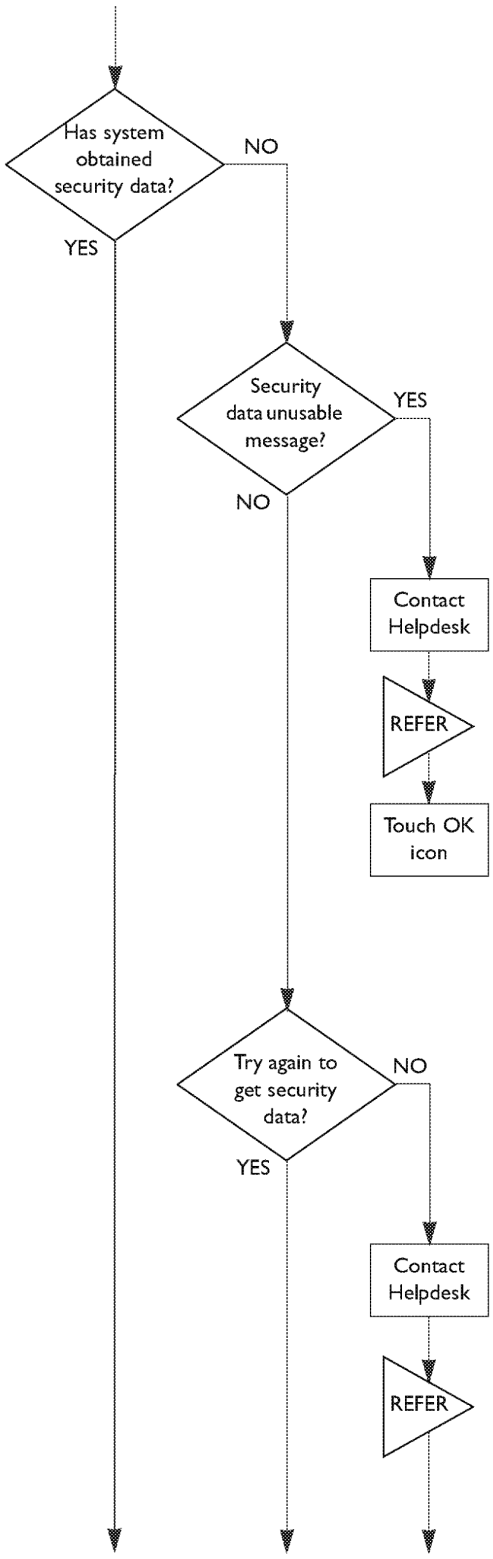
System initialisation



If the PIN has been accepted the system will display the message 'Attempting to get new security data. Please wait...' followed by 'Writing to the PMMC. Please wait...'

- Examine the screen to see whether the system has obtained the security data successfully

If the attempt to obtain the security data is not successful, the system displays a message to inform you of this.

If the system has not obtained the security data successfully:

- Examine the screen to see if the system is displaying a message saying that the received security data was unusable

If the system is displaying a message saying that the received security data was unusable:

- Contact the Horizon System Helpdesk

For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous

- Touch the OK icon to return to the initial screen of the procedure.

If the system is displaying a message asking whether you want to try again to get the security data:

- Decide whether you want to try again to get the security data

There is no limit to the number of retries you can make.

If you do not want to try again:

- Contact the Horizon System Helpdesk

For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous

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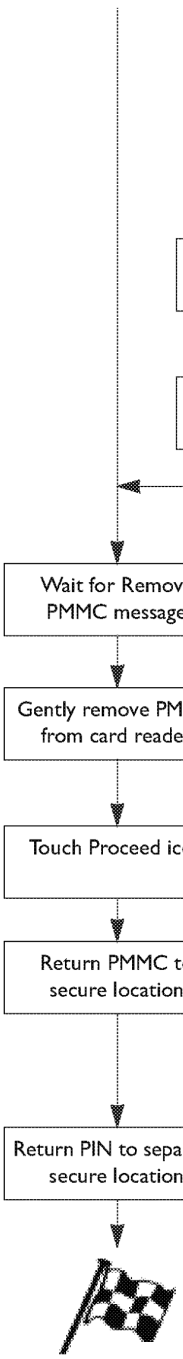
System initialisation



- Touch the No icon to return to the initial screen.

If you want to try again:

- Touch the Yes icon.

- Repeat the procedure from the flowchart box 'Has system obtained security data?' on page 60.

- Wait until the screen displays the 'Remove PMMC' message
- Gently remove the PMMC from the card reader
- Touch the Proceed icon, when prompted

  There will be a delay on the Horizon system before you can proceed further.
- Return the PMMC in a signed sealed envelope to its secure location
- Return the PIN record in a signed sealed envelope to its secure location, separate from the PMMC.

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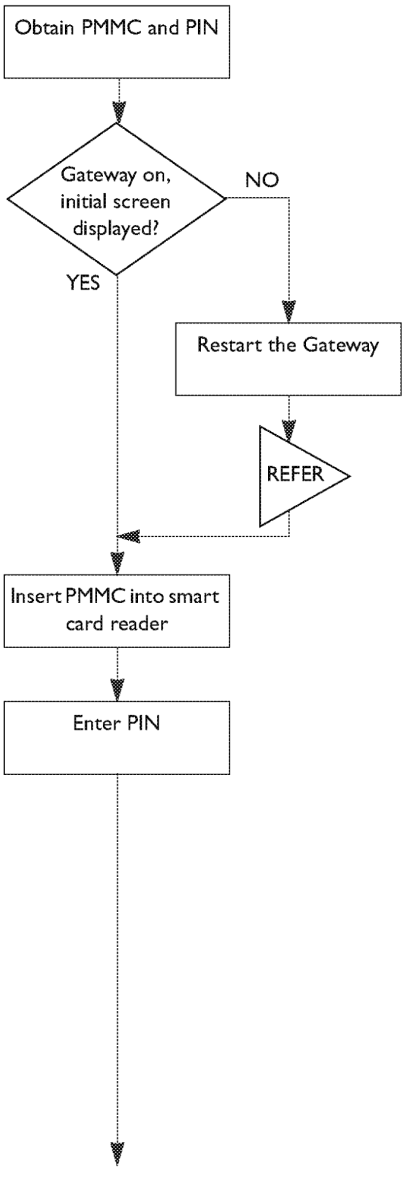
16 Changing the Personal Identification Number (PIN)

You must change the PIN when there is reason to believe that it may have been open to misuse.

This procedure can only be performed on the Gateway workstation, identified by the label affixed to it. Other workstations with the Horizon system in your office can be used whilst the PIN is being changed but no data will be transferred until the Gateway workstation has been restarted.



- Obtain the Postmaster's Memory Card (PMMC)and Personal Identification Number (PIN) record from their respective secure locations
- Check that the Gateway workstation is switched on and displays the initial screen (an animated picture of a hand inserting a card into the Smart Card reader)

If the display is incorrect:

- Restart the Gateway workstation

For information on restarting a workstation, subsection 5; Restarting and switching off a processor.

- Insert the PMMC into the smart card reader slot on the keyboard, with the front of the card facing you and the broad arrow downwards (as illustrated on the screen)
- Enter the PIN as shown on the PIN record, using the keyboard

If the PIN cannot be entered because the keyboard is not working call the Horizon System Helpdesk, see Office Administration; Miscellaneous

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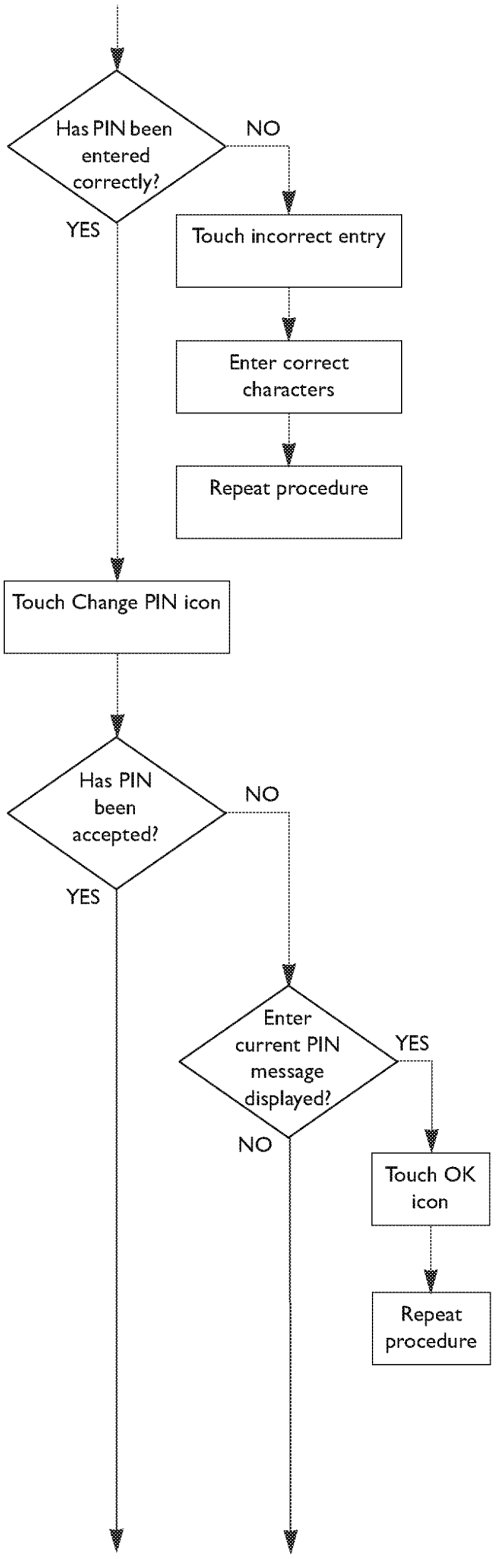
System initialisation



- Examine the screen to see that you have entered the PIN correctly

If you have entered the PIN incorrectly:

- Touch the incorrect entry on the screen
- Enter the correct characters, using the Backspace key to delete any which are incorrect
- Repeat the procedure from the flowchart box 'Has PIN been entered correctly?' on page 63.

- Touch the Change PIN icon

  The counter printer should now print a new 15-character PIN on a PIN record.

- Examine the screen to see whether the current PIN has been accepted

If not:

- Examine the screen to see if a message is displayed asking you to enter the current PIN before proceeding.

If an enter current PIN message is displayed:

- Touch the OK icon
- Repeat the procedure from the flowchart box 'Enter PIN' on page 62.

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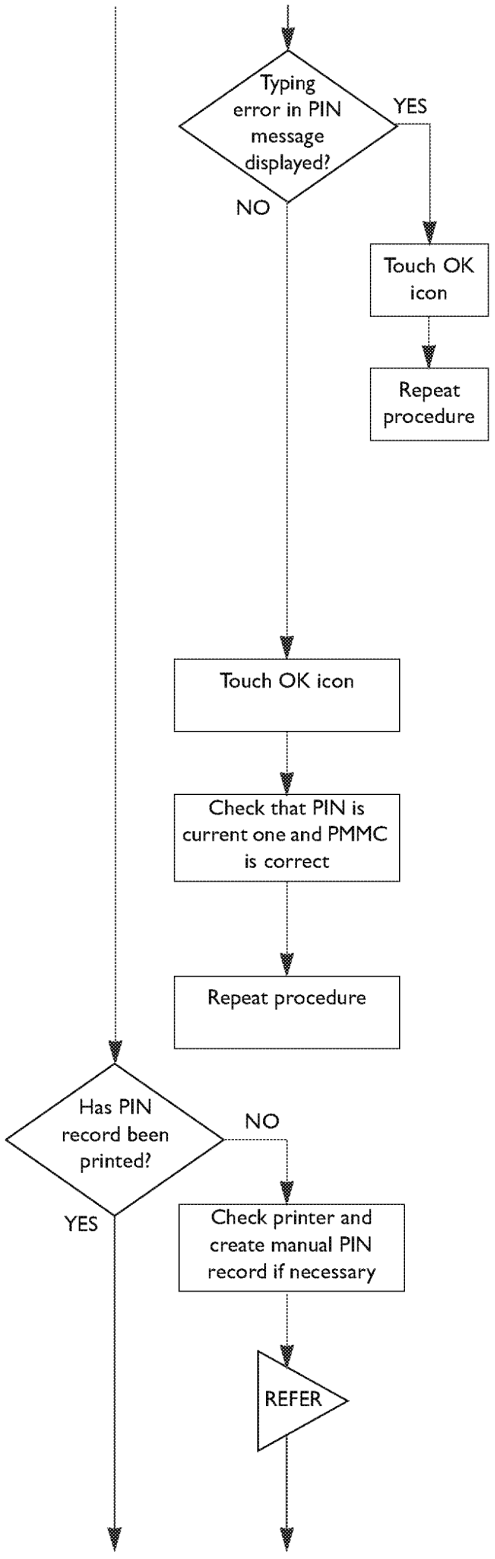
System initialisation



If an enter current PIN message is not displayed:

- Examine the screen to see if a message is displayed telling you that there is a typing error in this PIN

If a typing error message is displayed:

- Touch the OK icon

- Repeat the procedure from the flowchart box 'Enter PIN' on page 62.

If the PIN is not accepted by the third attempt call the Horizon System Helpdesk, see Office Administration booklet; Miscellaneous.

A message is displayed telling you that this appears to be an invalid PIN, although it may be simply mis-typed.

- Touch the OK icon.

- Check that you are using the current PIN and the correct PMMC

If you are using an old PIN, destroy it immediately and use the current PIN.

- Repeat the procedure from the flowchart box 'Enter PIN' on page 62.

- Check that the PIN record has been printed

If the PIN record has not been printed:

- Check the printer and create a manual PIN record if necessary

For information on checking the printer and creating a manual PIN record, see subsection 18; Creating a manual PIN record.

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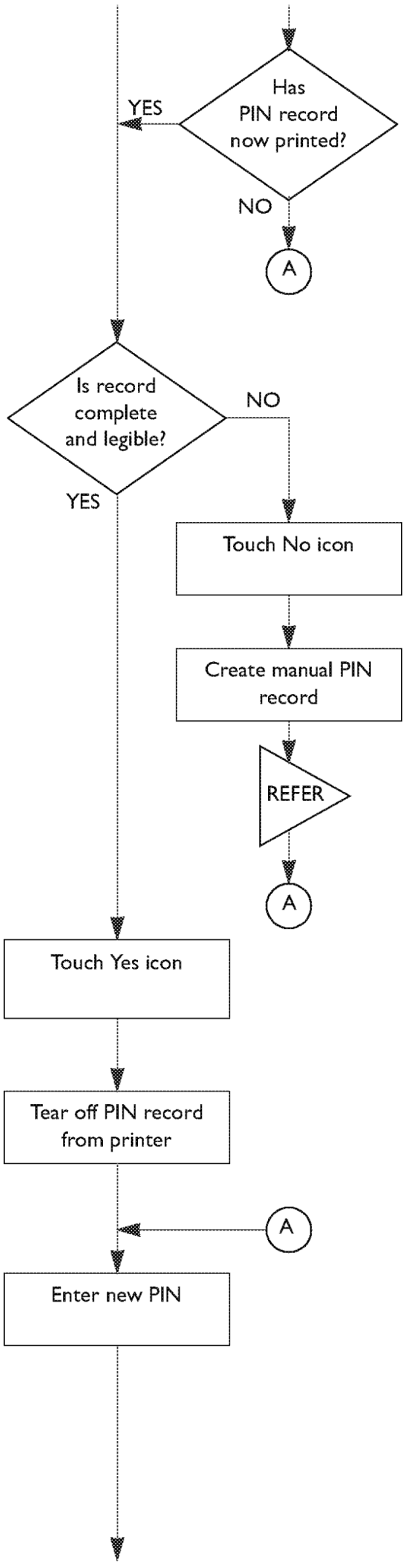
System initialisation



Decide whether the PIN record has now printed

If the PIN record has still not printed (that is, it has been necessary to create a manual PIN record):

- Go to 'A' on page 65.

- Check that the printed PIN record is complete and legible

If the printed PIN record is not complete and legible:

- Touch the No icon

- Create a manual PIN record

For information on creating a manual PIN record, see subsection 18; Creating a manual PIN record, starting at the flowchart box 'Do you want to view PIN?' on page 77.

- Go to 'A' on page 65.

- Touch the Yes icon

- Tear off the PIN record from the counter printer

  The Horizon system will display the PIN number screen, prompting you to enter your PIN.

- Enter the new PIN as printed on the new PIN record, using the keyboard

  Please note: If the new PIN cannot be entered because the keyboard is not working call the Horizon System Helpdesk, see Office Administration; Miscellaneous; Help Desks.

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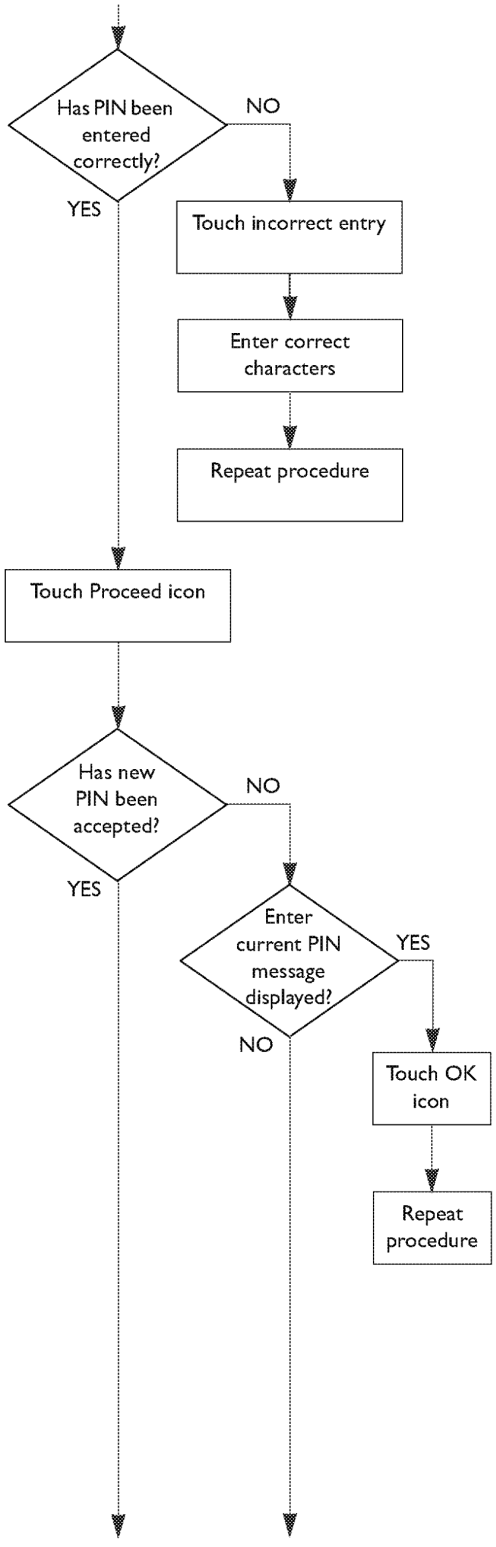
System initialisation



- Check that you have entered the new PIN correctly

If you have entered the PIN incorrectly:

- Touch the incorrect entry on the screen
- Enter the correct characters, using the Backspace key to delete any which are incorrect
- Repeat the procedure from the flowchart box 'Has PIN been entered correctly?' on page 66.

- Touch the Proceed icon

The Horizon system will display the message 'Writing to the PMMC. Please wait.'

- Examine the screen to see whether the new PIN has been accepted

If the new PIN has not been accepted:

- Examine the screen to see if a message is displayed asking you to enter the current PIN before proceeding.

If an enter current PIN message is displayed:

- Touch the OK icon
- Repeat the procedure from the flowchart box 'Enter new PIN' on page 65

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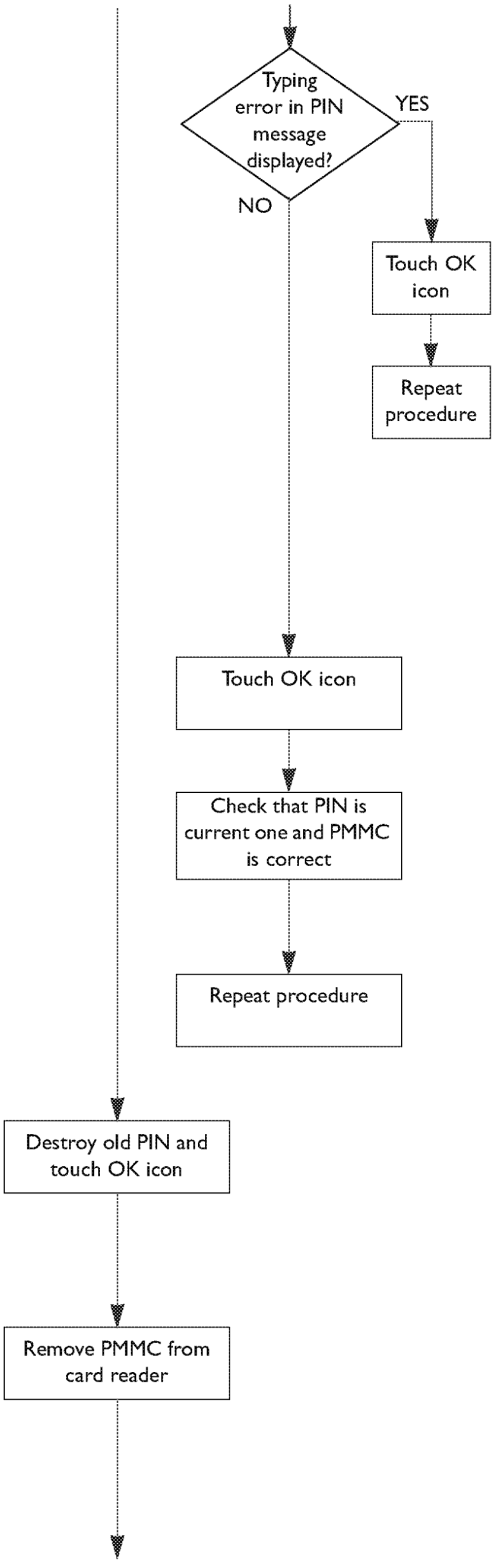
System initialisation



If an enter current PIN message is not displayed:

- Examine the screen to see if a message is displayed telling you that there is a typing error in this PIN

If a typing error message is displayed:

- Touch the OK icon

- Repeat the procedure from the flowchart box 'Enter new PIN' on page 65.

If the PIN is not accepted by the third attempt call the Horizon System Helpdesk, see Office Administration; Miscellaneous.

A message will be displayed telling you that this appears to be an invalid PIN, although it may be simply mis-typed

- Touch the OK icon

- Check that you are using the current PIN and the correct PMMC

  If you are using an old PIN, destroy it immediatedly and use the current PIN.

- Repeat the procedure from the flowchart box 'Enter new PIN' on page 65.

  The Horizon system will now transfer the new PIN to the PMMC.

- Destroy your old PIN record when prompted by the Horizon system (if you have not already done so), and touch the OK icon

- Gently remove the PMMC from the card reader

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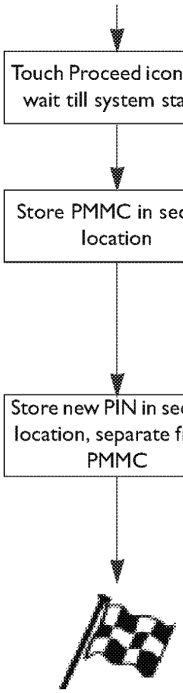
System initialisation



- Touch the Proceed icon and wait while the Horizon system is being started
- Store the PMMC in a signed sealed envelope in a secure location
- Store the new PIN record in a signed sealed envelope in a secure location, separate from the PMMC.

  Please remember: It is very important that you keep the PMMC and PIN record secure but separate. If either is lost, the recovery procedure is very time consuming.

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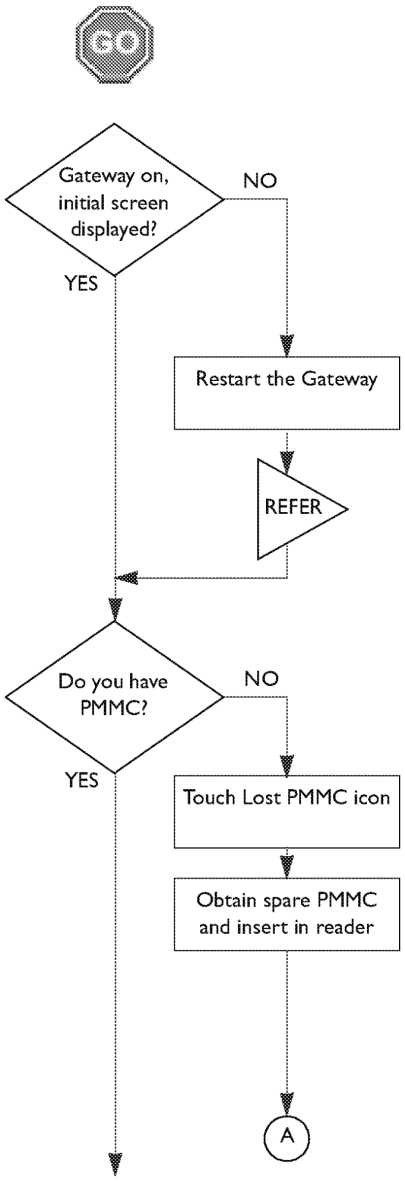
17 Lost Postmaster Memory Card (PMMC)/ Personal Identification Number (PIN)

Use this procedure when you need to restart a workstation but either the PMMC or the PIN record has been lost. You must perform this procedure in your office on the Gateway workstation. This can be identified by the label affixed to it. Other Horizon system workstations in your office can be used whilst this procedure is being undertaken but no data will be transferred until the Gateway workstation has been restarted.

Because the Gateway workstation must be restarted to display the initial screen, any user working on it will have to log off. If doing this means that you would have insufficient staff to serve customers you may postpone the procedure until a suitable time.



- Check that the Gateway workstation is switched on and displays the initial screen (an animated picture of a hand inserting a card into the Smart Card reader) and the instruction 'Please insert your Postmasters Memory Card (PMMC)...'

If the Gateway workstation display is incorrect:

- Restart the Gateway workstation

For information on restarting a workstation, see subsection 5; Restarting and switching off a processor.

- Check whether you have the PMMC

If the PMMC has been lost:

- Touch the Lost PMMC icon

- Obtain the spare PMMC from its secure location and insert it into the smart card reader slot on the keyboard, with the front of the card facing you and the broad arrow downwards, (as illustrated on the screen).

If the spare PMMC is also lost, contact the Horizon System Helpdesk.

- Go to 'A' on page 70

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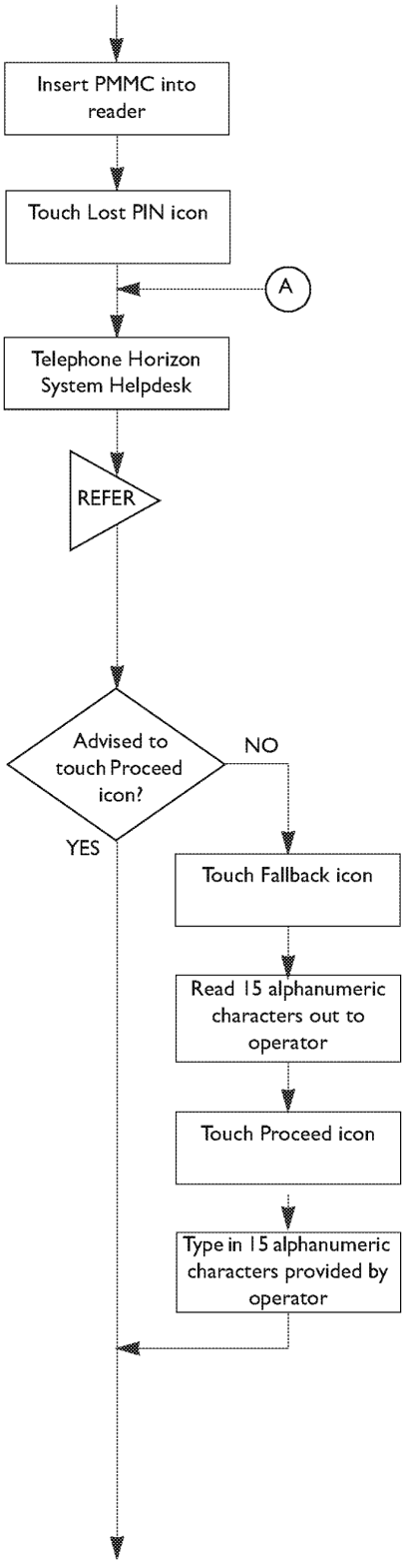
System initialisation



If you have the PMMC but the PIN record has been lost:

- Insert the PMMC into the smart card reader slot on the keyboard, with the front of the card facing you and the broad arrow downwards, (as illustrated on the screen)
- Touch the Lost PIN icon

  A message will be displayed requesting that you contact the Horizon System Helpdesk and await instructions.
- Telephone the Horizon System Helpdesk, and advise them that the PMMC or PIN record has been lost, and await instructions

  For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous.

  The Helpdesk operator will either advise if an engineer's visit is required or will talk you through the following steps.

  Please note: **Do not** proceed beyond this screen until advised by the Helpdesk operator.
- Ensure that you been advised to touch the Proceed icon

If you are advised not to touch the Proceed icon:

- Touch the Fallback icon
- Read out, over the telephone, the line of 15 alphanumeric characters shown on the displayed Fallback Request Code screen and await confirmation from the operator
- Touch the Proceed icon.
- Type in the response code which will consist of 15 alphanumeric characters provided by the operator.

If you cannot enter the response code because the keyboard is not working, advise the operator and await instructions.

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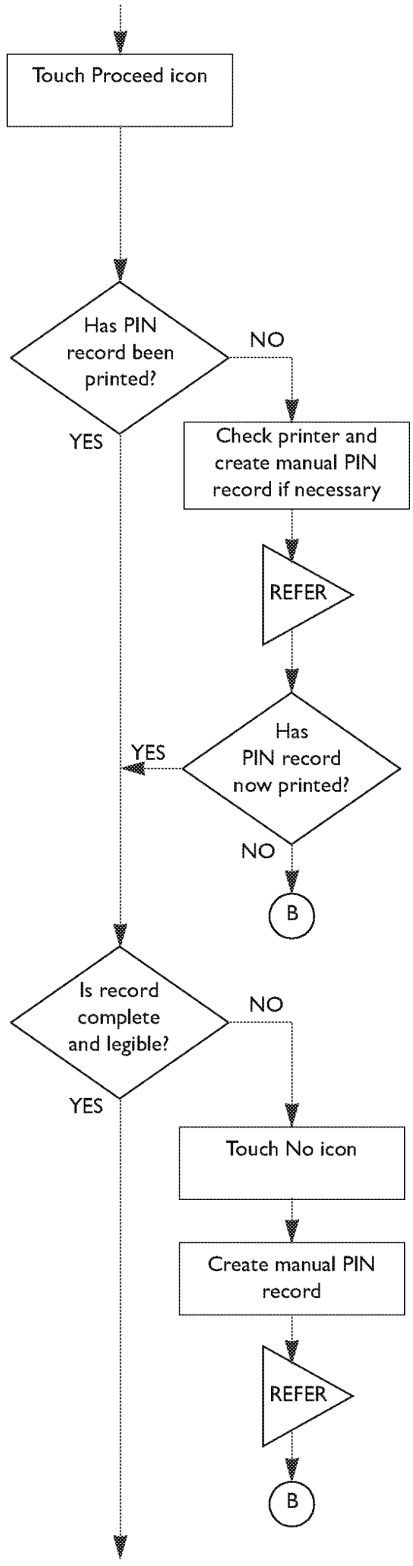
System initialisation



- Touch the Proceed icon when the operator tells you to.

  Please note: This must only be done on the instruction of the Helpdesk operator

  The counter printer should print a new PIN record on the counter printer's tally roll.

- Check that the PIN record has been printed

  If the PIN record has not been printed:

  - Check the printer and create a manual PIN record if necessary

  For information on checking the printer and creating a manual PIN record, see subsection 18; Creating a manual PIN record.

  - Decide whether the PIN record has now printed

  If the PIN record has still not printed and it has been necessary to create a manual PIN record:

  - Go to 'B' on page 72.

- Check that the printed PIN record is complete and legible

  If the printed PIN record is not complete and legible:

  - Touch the No icon

  - Create a manual PIN record.

  For information on creating a manual PIN record, see subsection 18; Creating a manual PIN record, starting at the flowchart box 'Do you want to view PIN?' on page 77.

  - Go to 'B' on page 72.

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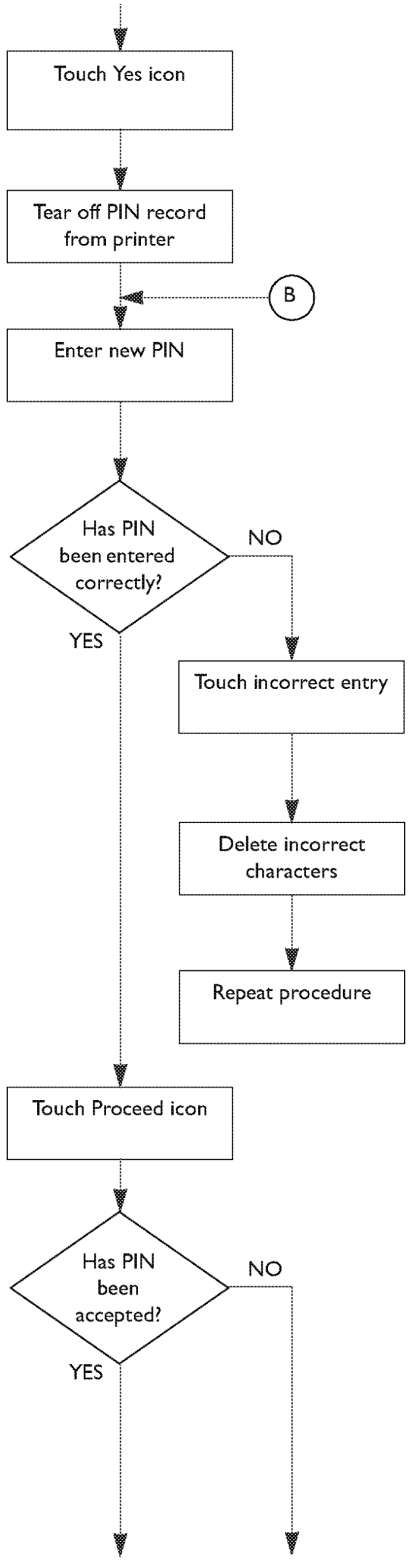
System initialisation



- Touch the Yes icon

  The system will display the PIN Number screen.

- Tear off the PIN record from the counter printer

- Enter the new PIN, using the keyboard

  If you cannot enter the PIN because the keyboard is not working, inform the operator (if still on the telephone) or telephone the Horizon System Helpdesk.

- Examine the screen to see that you have entered the PIN correctly

  If you have entered the PIN incorrectly:

  - Touch the incorrect entry on the screen
  - Delete any characters that are incorrect using the Backspace key then enter them correctly
  - Repeat the procedure from the flowchart box 'Has PIN been entered correctly?' on page 72.

- Touch the Proceed icon

- Examine the screen to see whether the PIN has been accepted

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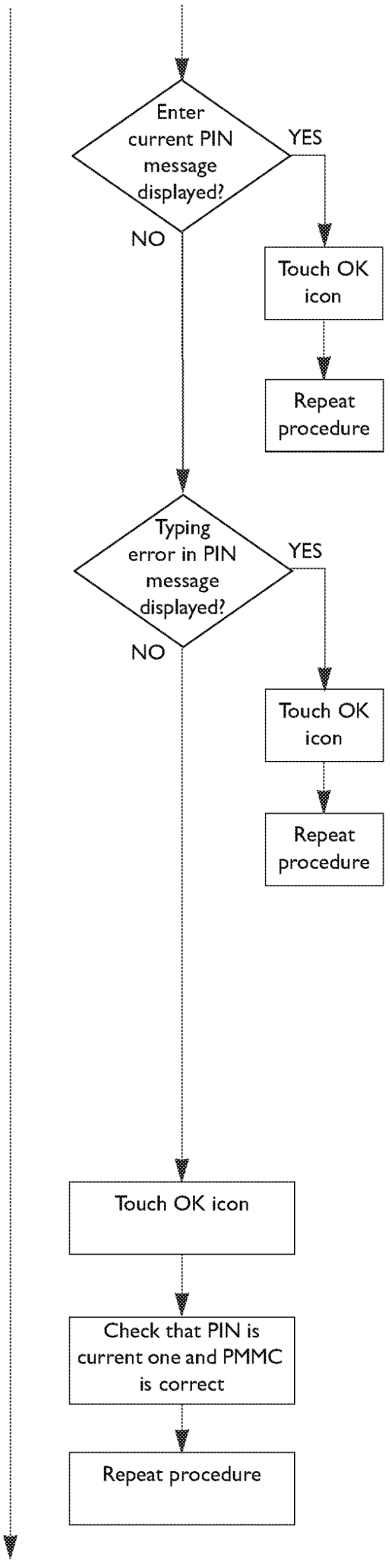
System initialisation



If the PIN has not been accepted:

- Examine the screen to see if a message is displayed asking you to enter the current PIN before proceeding.

If an enter current PIN message is displayed:

- Touch the OK icon

- Repeat the procedure from the flowchart box 'Enter new PIN' on page 72.

If an enter current PIN message is not displayed:

- Examine the screen to see if a message is displayed telling you that there is a typing error in this PIN

If a typing error in PIN message is displayed:

- Touch the OK icon

- Repeat the procedure from the flowchart box 'Enter new PIN' on page 72.

If the PIN is not accepted by the third attempt call the Horizon System Helpdesk. For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous.

If a typing error in PIN message is not displayed:

A message will be displayed telling you that this appears to be an invalid PIN, although it may be simply mis-typed

- Touch the OK icon.

- Check that you are using the current PIN and the correct PMMC

If you are using an old PIN, destroy it immediately and use the current PIN.

- Repeat the procedure from the flowchart box 'Enter new PIN' on page 72.

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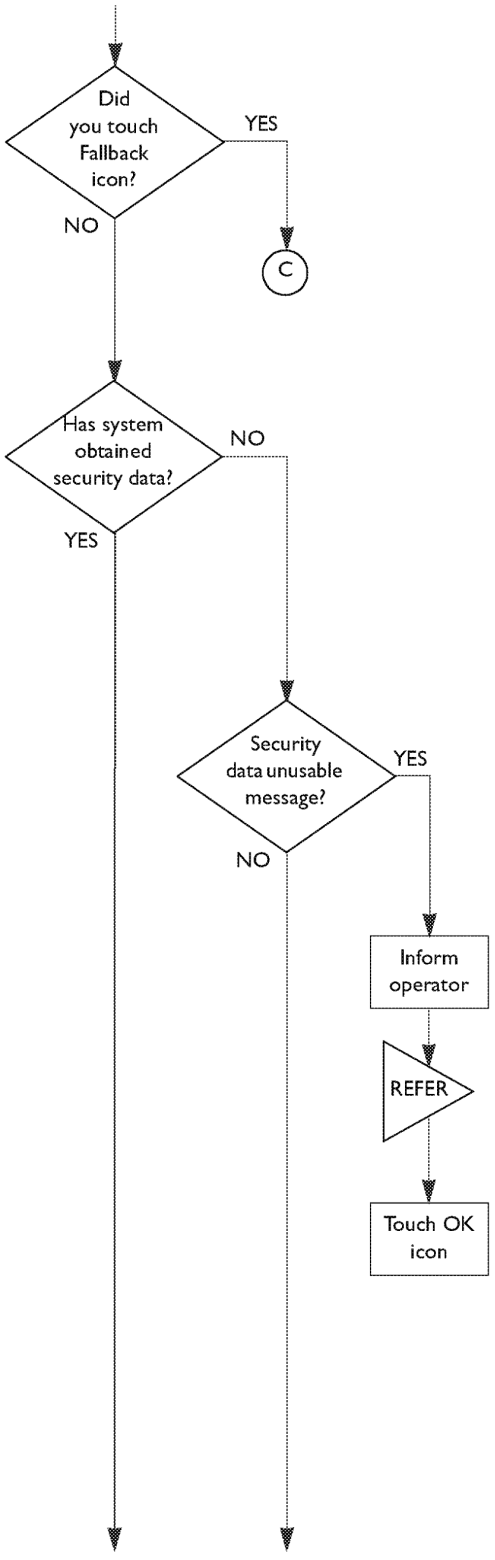
System initialisation



- Decide whether you previously touched the Fallback icon

If you touched the Fallback icon:

- Go to 'C' on page 75.

If you are carrying out normal recovery the system displays the message 'Attempting to get new security data. Please wait...' followed by 'Writing to the PMMC. Please wait...'

- Examine the screen to see whether the system has obtained the security data successfully

If the attempt to obtain the security data is not successful, the system will display a message to inform you of this.

If the system has not obtained the security data successfully:

- Examine the screen to see if the system is displaying a message saying that the received security data was unusable

If the system is displaying a message saying that the received security data was unusable:

- Inform the operator (if still on the telephone) or contact the Horizon system Helpdesk

For information on contacting the Horizon system Helpdesk, see Office Administration; Miscellaneous.

- Touch the OK icon to return to the initial screen of the procedure.

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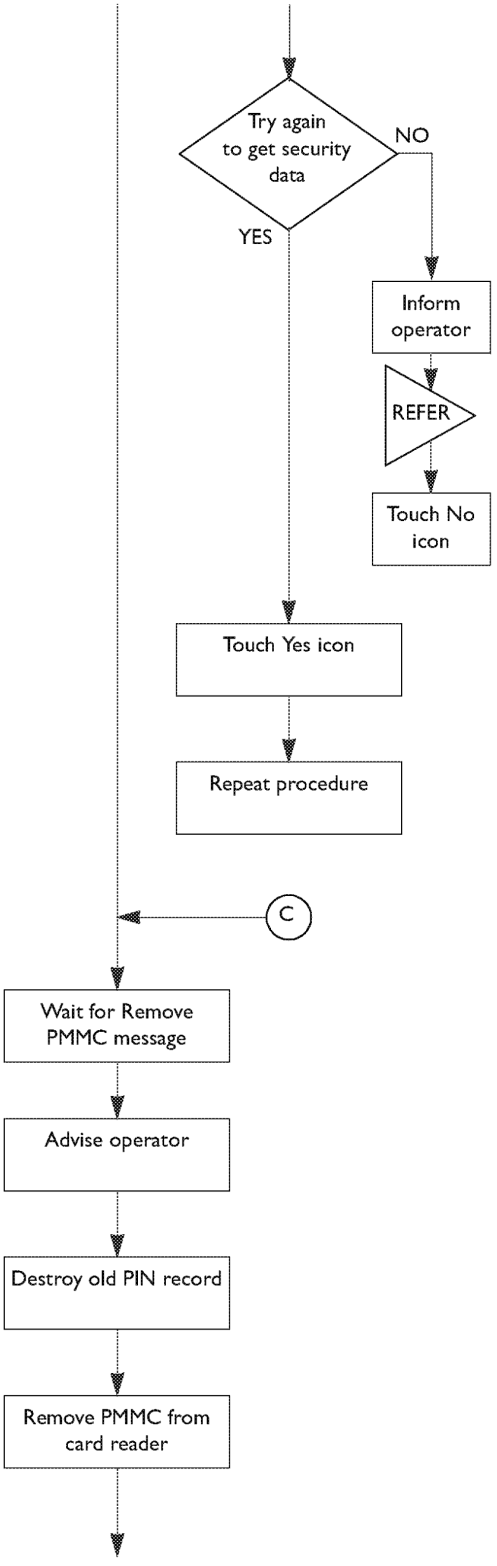
System initialisation



If the system is displaying a message asking whether you want to try again to get the security data:

- Decide whether you want to try again to get the security data

There is no limit to the number of retries you can make.

If you do not want to try again:

- Inform the operator (if still on the telephone) or contact the Horizon system Helpdesk

For information on contacting the Horizon system Helpdesk, see Office Administration; Miscellaneous.

- Touch the No icon to return to the initial screen.

If you want to try again:

- Touch the Yes icon.

- Repeat the procedure from the flowchart box 'Has system obtained security data?' on page 74.

- Wait until the screen displays the message 'Remove PMMC'

- Advise the operator that this point has been reached.

  The operator may now terminate the call.

- Destroy the old PIN record, if there is one

- Gently remove the PMMC from the card reader

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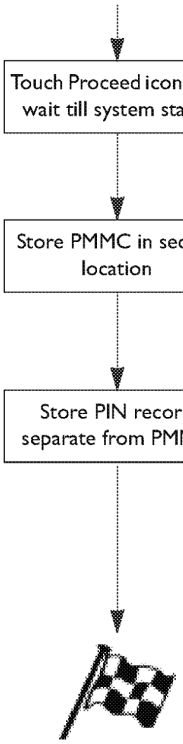
System initialisation



- Touch the Proceed icon and wait while the Horizon system is being started.

- Store the PMMC in a signed sealed envelope in a secure location

- Store the new PIN record in a signed sealed envelope in a secure location, separate from the PMMC

  Please remember: It is important that you keep the PIN record and PMMC secure but separate. If either is lost, the recovery procedure is time consuming and security may be compromised.

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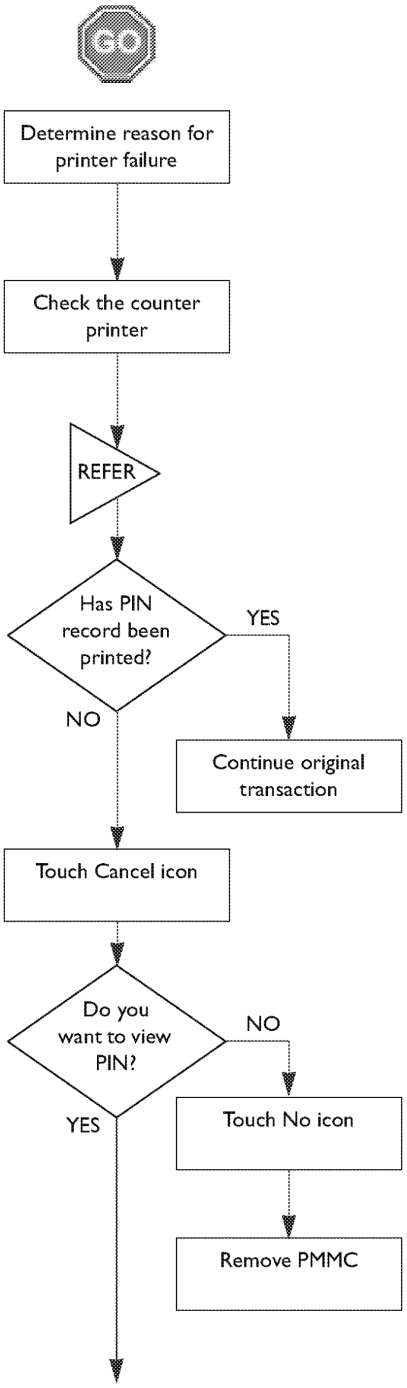
18 Creating a manual PIN record

If a PIN record will not print because of a counter printer failure the system will display the message 'Cannot print the PIN record' followed by the reason, for example: 'The counter printer is not responding. Check that it is turned on and connected.'



- Examine the screen to determine the reason for the printer failure

- Check the counter printer

For information on equipment failure, see Office Administration; System failure.

- Check whether PIN record has been printed

If the PIN record has been printed:

- Continue with the original transaction.

If the PIN record has not printed:

- Touch the Cancel icon on the 'Cannot print the PIN record' screen

- Decide whether you want to view the PIN instead

If you do not want to view the PIN:

- Touch the No icon

- Remove the PMMC.

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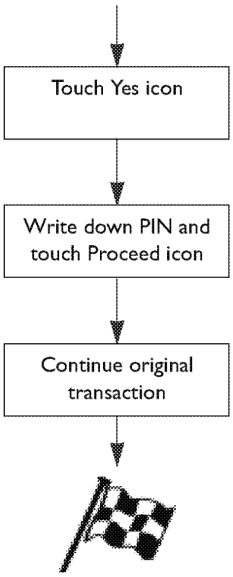
System initialisation



If you do want to view the PIN:

- Touch the Yes icon
- Write down the PIN and touch the Proceed icon
- Continue with the original transaction

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Introduction

This booklet contains information about the Automated Payments function of the Horizon system.

Included is information about magnetic swipe card payments, Smart Card recharging and bar-coded bill payments. Also included is information about Automated Payments manual procedures, completing manual receipts, reprinting Automated Payments receipts, Automated Payments procedures when the Horizon system is unavailable, reversing Automated Payments, recovering Automated Payments and 'Out of Hours' transactions.

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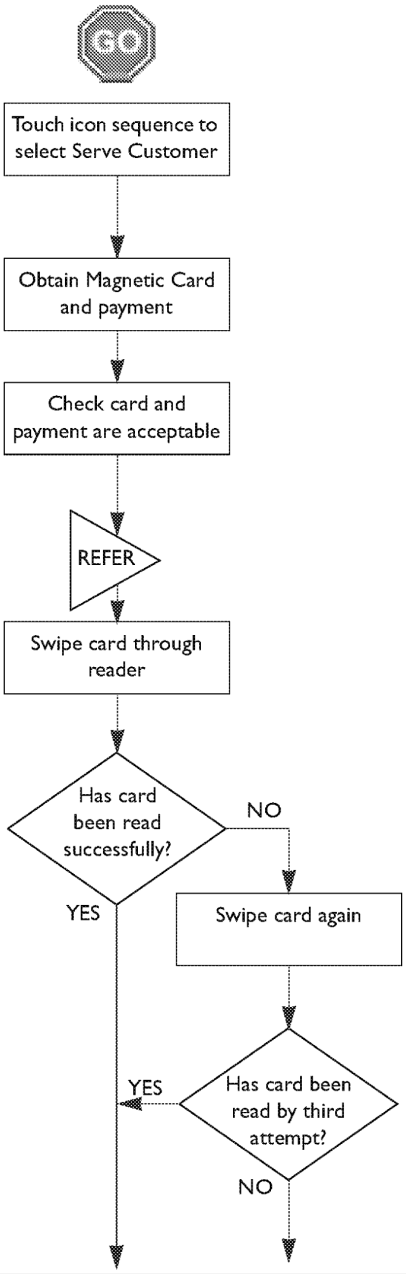
Automated Payments

1 Magnetic Card payment

Use this procedure when a customer presents a Magnetic Card to pay a bill using the Automated Payment Service (APS).

If the customer presents a bar-coded bill, see subsection 2; Bar-coded bill payment. If the customer presents a Smart Card, see subsection 3; Smart Card recharging.



- Select the Serve Customer option by touching the following icon sequence:
  - Transactions
  - Serve Customer
- Obtain the Magnetic Card and payment from the customer
- Check whether the card and payment are acceptable

  If you cannot accept a payment for this type of card, advise the customer and refuse the payment.

  For information on the acceptance of Magnetic Cards † See (i) below
- Swipe the card through the card reader, with the magnetic stripe downwards and the front of the card facing away from you.

  If the card is read successfully the system will display the amount screen.
- Check whether the card has been read successfully

If the card has not been read successfully:

- Swipe the card again

You should make up to three attempts to swipe the card if the card has not been read.

- Check whether the card has been read by the third attempt.

i. See Counters Operations Manual; Automated Payments booklet 2; Magnetic Card schemes

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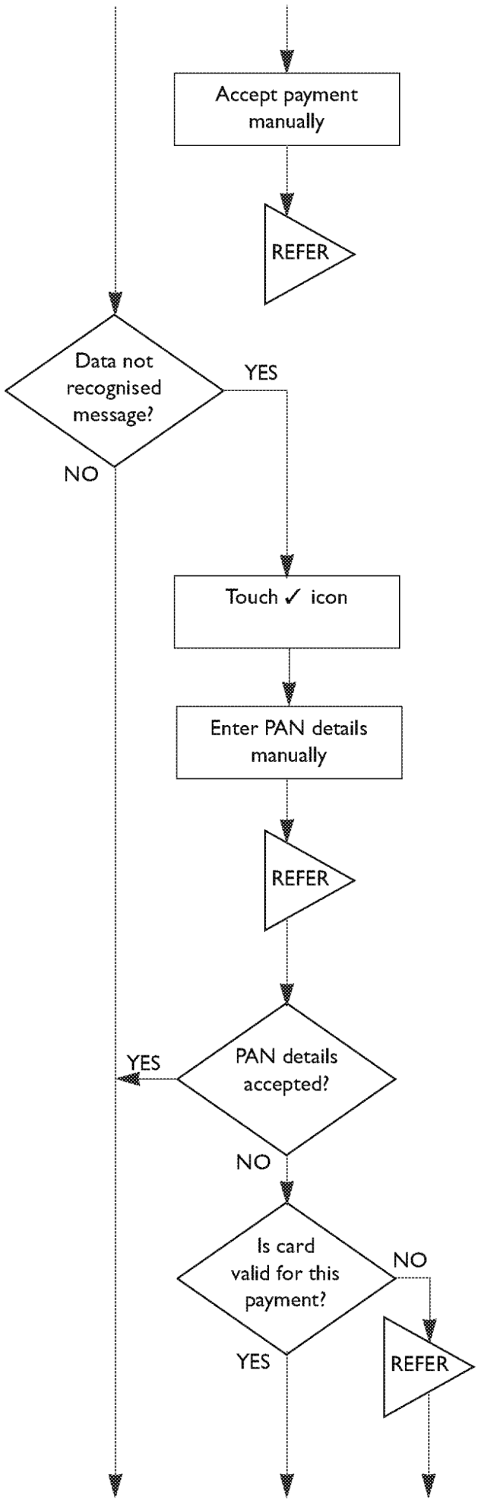
Automated Payments



If the card has not been read by the third attempt:

- Accept the payment manually.

For information on the manual entry of Automated Payments, see subsection 4; Automated Payments manual procedure.

- Examine the screen to see whether the system is displaying a message saying that the data has been read but not recognised

If the Horizon system displays an unrecognised data message:

- Touch the ✓ icon to acknowledge the message

- Enter the card Primary Account Number (PAN) details manually

For information on the manual entry of Automated Payments, see subsection 4; Automated Payments manual procedure.

- Check that the system has accepted the PAN details on the card.

If the PAN has not been accepted:

- Check that the card is valid for this type of payment at your office.

For information on AP Schemes† See (i) below

i. See Counters Operations Manual; Automated Payments booklet 2

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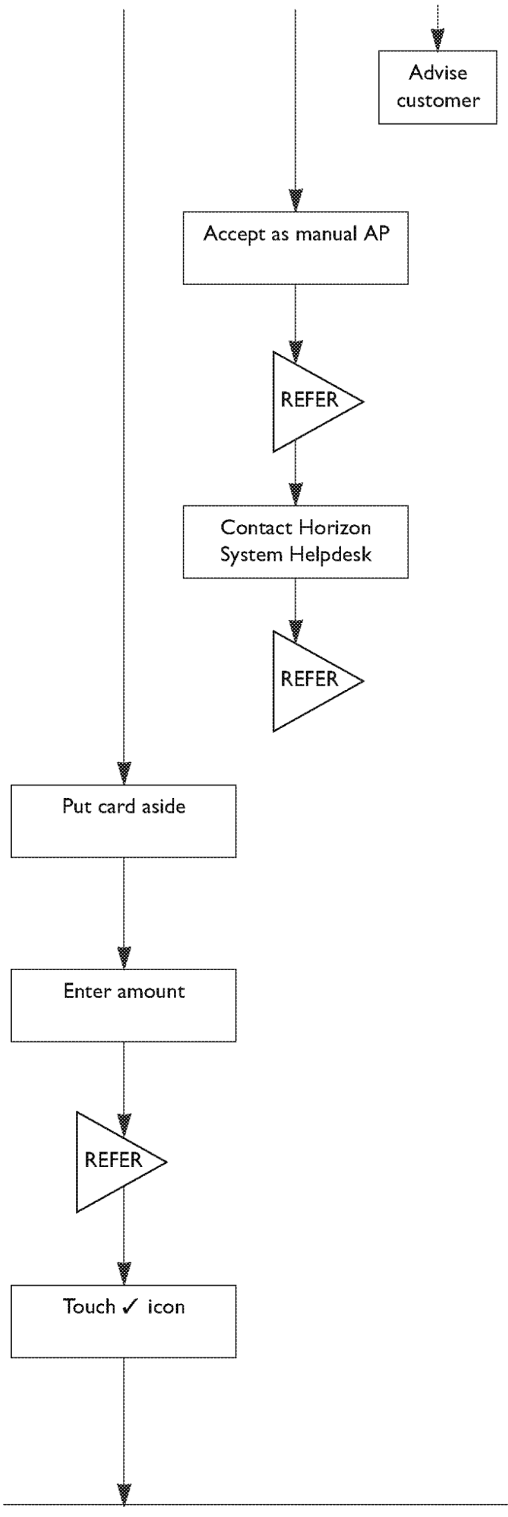
Automated Payments



If the card is not valid for this type of payment at your office:

- Advise the customer that the card cannot be accepted and that they may wish to try another post office.

If the card is valid for this type of payment:

- Accept as a manual Automated Payment

For information on Acceptance of a manual Automated Payment, see subsection 7; Automated Payments during system failure.

- Contact the Horizon System Helpdesk to log the problem.

For information on Help Desks, see Office Administration; Miscellaneous; Help Desks.

- Put the card aside

- Enter the amount of the payment by using either:
  - the keyboard
  - the on-screen number pad

  For a list of schemes and their maximum/minimum/multiple payment amounts † See (i) below

- Touch the ✓ icon

i. See Counters Operations Manual; Automated Payments booklet 2; Magnetic Card schemes

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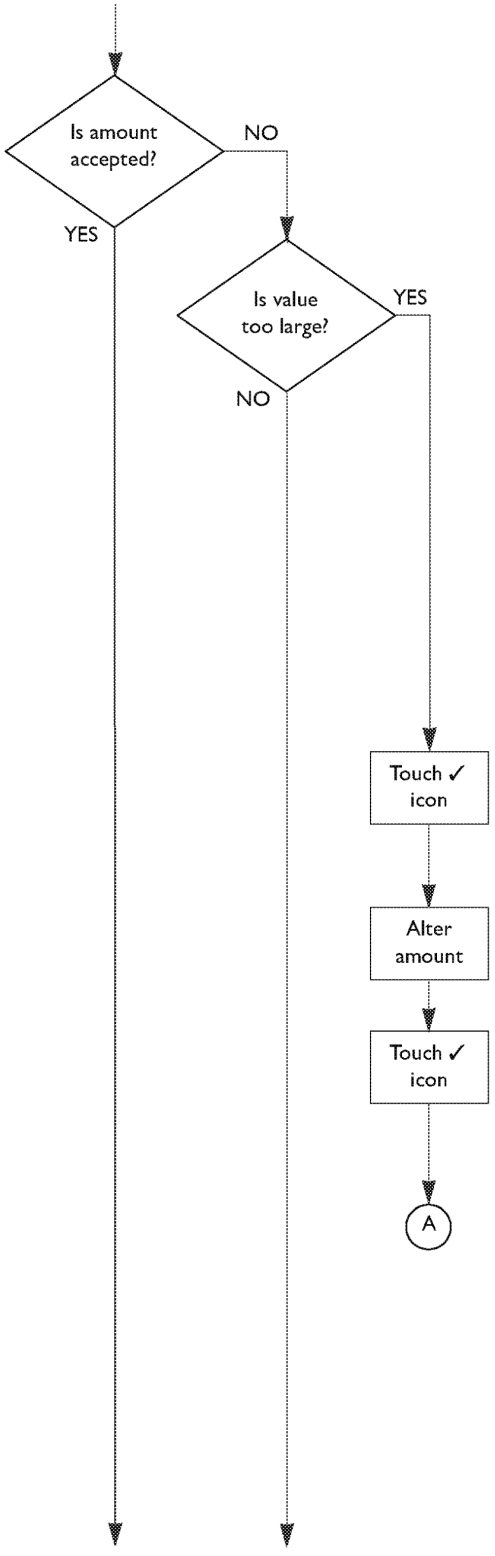
Automated Payments



- Examine the screen to see whether the amount has been accepted

If the amount is not accepted:

- Examine the screen to see if the value you have entered is too large

If the customer changes their mind about the amount they want to pay or you have entered the wrong amount, touch the ✗ icon and enter the new amount.

Please note: If the value you have entered is too large, the system will display a message telling you that the amount you entered is outside the allowable range. The message will give details of the acceptable range.

If the value you have entered is too large to be accepted in one payment:

- Touch the ✓ icon to acknowledge the message

If the amount you need to enter is greater than the system will allow in one input, enter it in part payments with the largest amount entered first.

- Alter the amount of the payment by using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon

If the amount is still not accepted repeat the procedure from flowchart box, 'Is amount accepted?' on page 4.

- Go to 'A' on page 6.

If the value you have entered is either too small, or is an incorrect multiple:

Please note: If the value you have entered is too small, the system will display a message telling you that the amount you entered is outside the allowable range. The message will give details of the acceptable range. If the value you have

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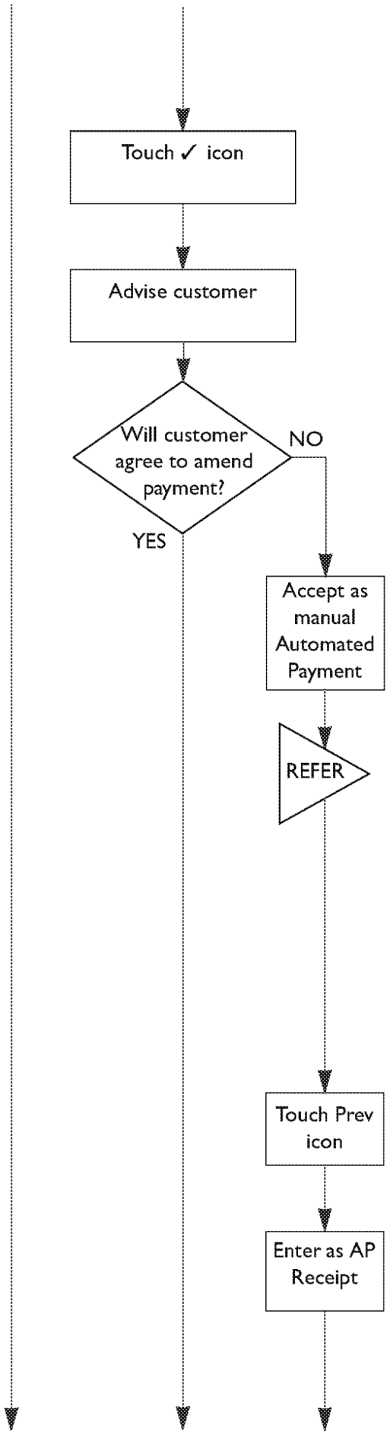

entered is an incorrect multiple, the system will display a message saying that the product can only be sold in specified multiples.

- Touch the ✓ icon to acknowledge the message

- Advise the customer that the value of the payment must be within the range stated on the system

- Check whether the customer will agree to amend their payment so that it is within the range specified on the Horizon system.

If the customer does not agree to amend the payment:

- Accept the card as a manual Automated Payment **only** if the amount is a valid payment.

For a information on AP schemes and payments† See (i) below

For a list of schemes and their minimum/maximum/multiple amounts payable† See (ii) below

Please note: Refuse payment if the amount the customer wants to pay is less than the minimum amount payable.

For information on the acceptance of Automated Payments manually † See (iii) below

- Touch the Prev icon to delete the transaction

- Enter the transaction as an AP Receipt (PLU 241).

i. See Counters Operations Manual; Automated Payments booklet 2
ii. See Counters Operations Manual; Automated Payments booklet 2; Magnetic Card schemes
iii. See Counters Operations Manual; Automated Payments booklet 1; Imprinters

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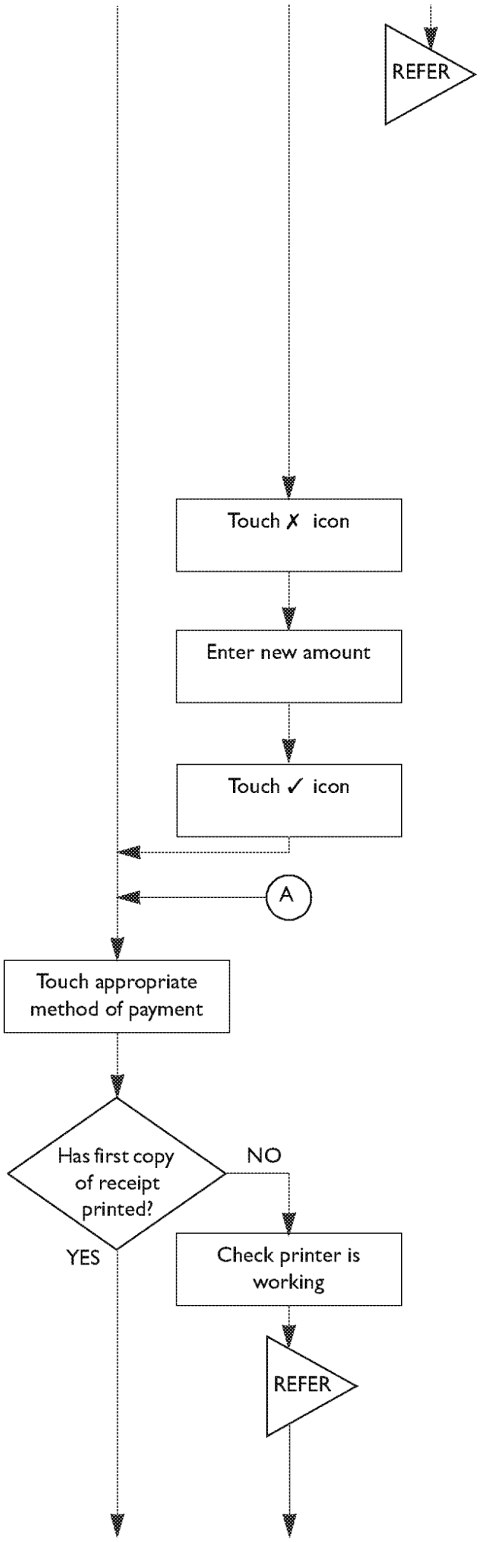
Automated Payments



For information on PLU numbers, see System Administration; System features; Using Product Look Up (PLU) numbers.

The receipts must be bundled up and despatched immediately by special delivery to:

The Exceptions Duty
Automated Payments unit
Transaction Processing
No1 Future Walk
West Bars
Chesterfield
S49 1PF

If the customer agrees to amend the payment:

- Touch the ✗ icon to delete the original amount

- Enter the new amount by using either:

- the keyboard
- the on-screen number pad

- Touch the ✓ icon.

If the amount is still not accepted repeat procedure from flowchart box, 'Is amount accepted?' on page 4.

- Touch the appropriate method of payment on the Method of Payment screen

- Check whether the printer has printed the first copy of the receipt

If the printer does not print the first copy of the receipt:

- Check the printer is working correctly

For information on printers see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

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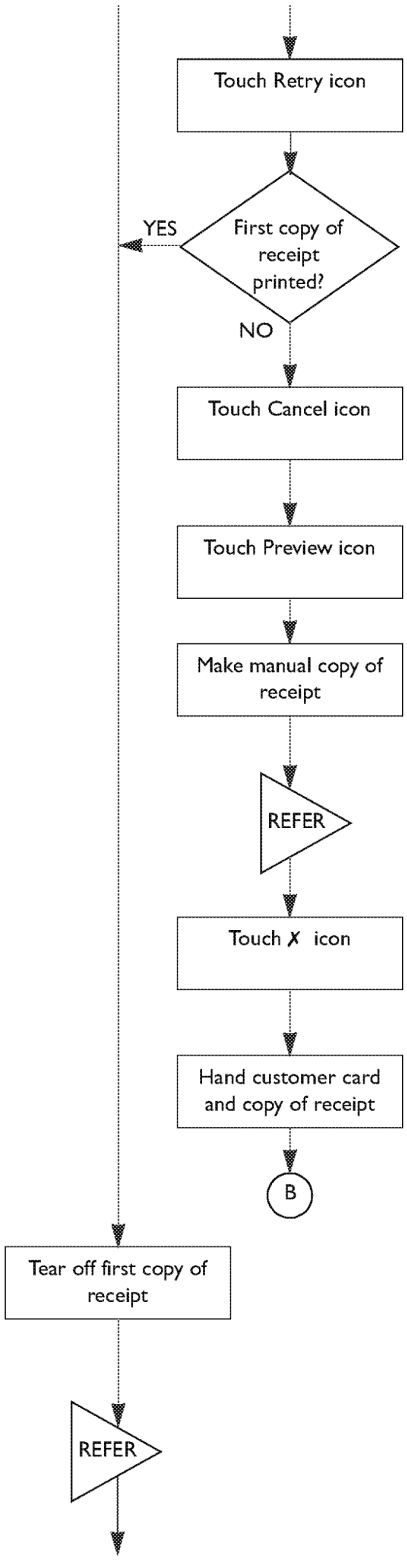
Automated Payments



- Touch the Retry icon

- Check whether the first copy of the receipt has now printed.

If the first copy of the receipt has still not printed:

- Touch the Cancel icon

- Touch the Preview icon

If there is more than one page, use the ☞ icon to scroll through the pages.

- Make a manual copy of the receipt

For information on producing a manual receipt, see subsection 5; Completing manual receipts.

- Touch the ✗ icon to exit from the receipt preview

- Hand customer their card and a copy of the receipt

- Go to 'B' on page 10.

- Tear off the first copy of the receipt

Please note: If the receipt is torn when removing it from the printer you will need to reprint it.

For information on reprinting an Automated Payment receipt,see subsection 6; Reprinting an Automated Payments transaction receipt.

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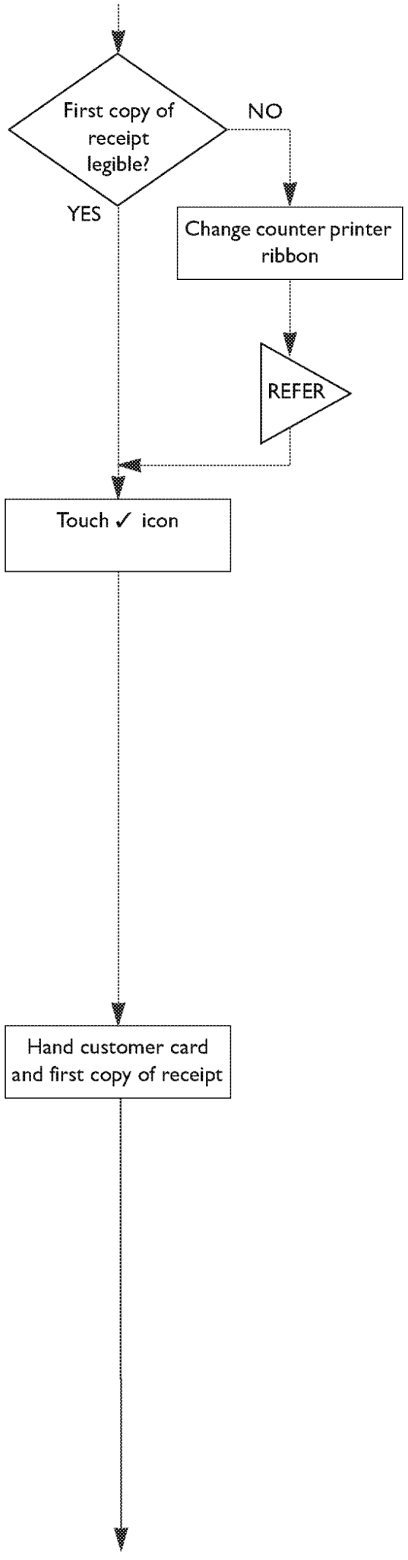
Automated Payments



- Check that the first copy of the receipt is legible

If the first copy of the receipt is not legible:

- Change the counter printer ribbon

For information on counter equipment, see Office Administration; Equipment information and maintenance; Ordering and installing consumables.

- Touch the ✓ icon to confirm the printing of a second copy of the receipt

Please note: If the system fails after the first receipt has been printed but before the second has been produced, produce a manual receipt, and associate the printed receipt with the manual undercopy. File these in your till. You should complete the recovery procedure once the system has been restored.
For information on manual receipts, see subsection 5; Completing manual receipts.
For information on the recovery procedure, see subsection 9; Recovery of Automated Payments.

- Hand the customer
  - their magnetic card
  - the first copy of the receipt

Advise the customer to retain their copy of the receipt as proof of payment.

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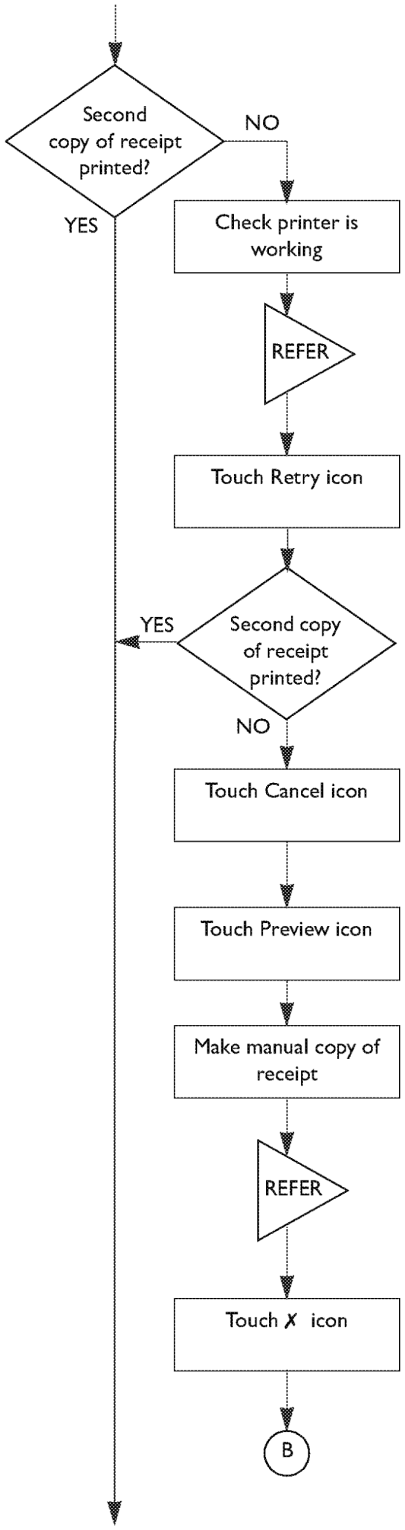

- Check whether the printer has printed the second copy of the receipt

If the printer does not print the second copy of the receipt:

- Check the printer is working correctly

For information on printers, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the Retry icon

- Check whether the second copy of the receipt has now printed.

If the second copy of the receipt has still not printed:

- Touch the Cancel icon

- Touch the Preview icon

If there is more than one page, use the ☞ icon to scroll through the pages.

- Make a manual copy of the receipt

For information on producing a manual receipt, see subsection 5; Completing manual receipts.

- Touch the ✗ icon to exit from the receipt preview

- Go to 'B' on page 10.

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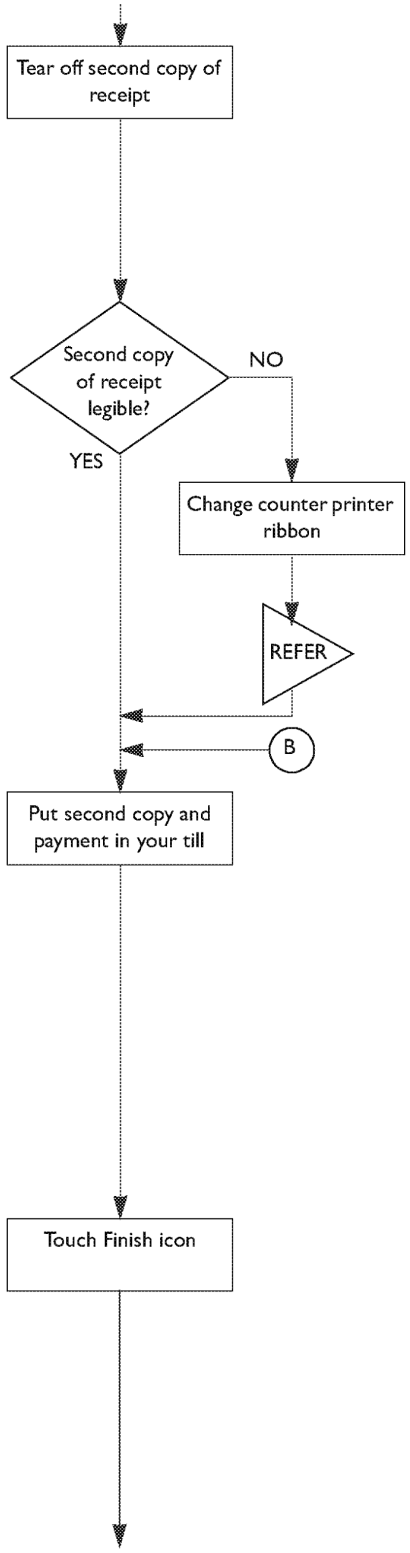
Automated Payments



- Tear off the second copy of the receipt

  Please note: If the second copy of the receipt tears in half when you remove it from the printer, you will need to reprint the receipt to obtain the second copy. For information on reprinting a receipt, see subsection 6; Reprinting an Automated Payments transaction receipt.

- Check whether the second copy of the receipt is legible

  If the second copy of the receipt not legible:

  - Change the counter printer ribbon

  For information on changing a counter printer ribbon, see Office Administration; Equipment information and maintenance; Ordering and installing consumables

- Place the second copy of the receipt and the customer's payment in your till

  Please note: Please ensure that AP receipts are available at all times in case they are required for AP recovery. Do not lock them away in counter stocks. Receipts must be kept in the office for two years.

  Please remember: If any AP receipts are recovered in a stock unit other than that which performed the original transaction the money will be in the original stock unit.

- Touch the Finish icon

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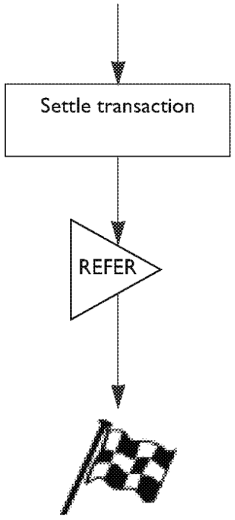

- Settle the transaction.

For information on settling a transaction, see Transactions - Serve Customer - Part three booklet; Miscellaneous; Settling transactions.

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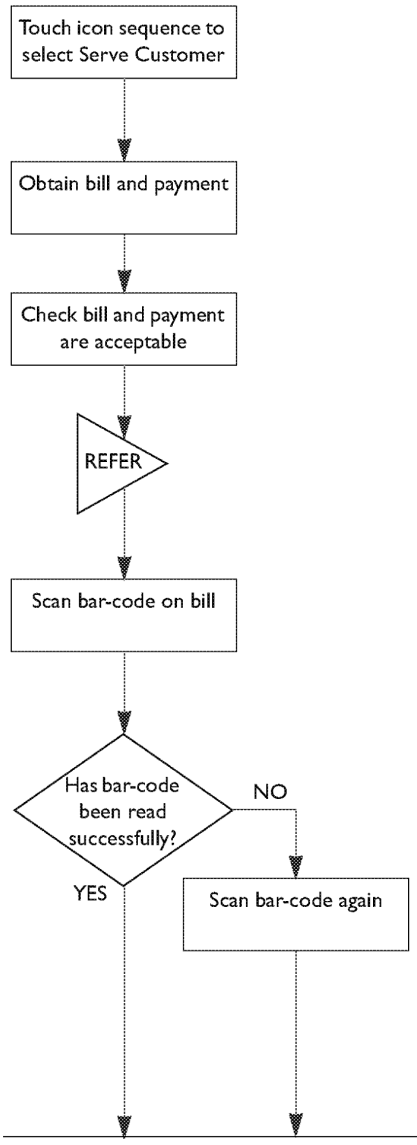
2 Bar-coded bill payment

Use this procedure when a customer presents a Bar-coded Bill for payment using the Automated Payment Service (APS).

If the customer presents a Magnetic Card, see subsection 1; Magnetic Card payment. If the customer presents a Smart Card, see subsection 3; Smart Card recharging.



- Select the Serve Customer option by touching the following icon sequence:
  - Transactions
  - Serve Customer
- Obtain the Bar-coded Bill and the payment from the customer
- Check the bill and payment are acceptable

  If your office does not accept this type of Bar-coded Bill, advise the customer and refuse the payment.

  For information on the acceptance of Bar-coded Bills † See (i) below
- Scan the bar-code on the bill

  If the bar-code is read successfully the system will display the amount entry screen.
- Check that the bar-code has been read successfully

  If the bar-code has not been read successfully:

  - Scan the bar-code again

  You should make up to three attempts to scan the bar-code.

i. See Counters Operations Manual; Automated Payments booklet 2; Bar-coded Bill schemes

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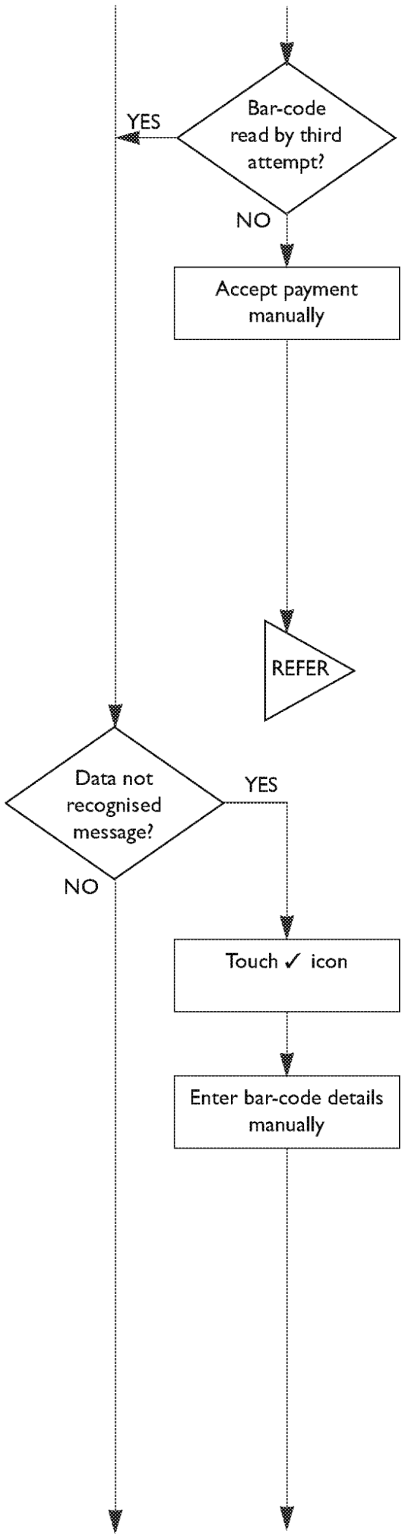

- Check whether the bar-code has been read by the third attempt

If the bar-code has not been read by the third attempt:

- Accept the payment manually.

Please note: BT bar-coded bills must not be entered manually. If the bill has failed to scan or has not been accepted, it must be treated as a normal BT bill. Enter the bill as a receipt transaction. For information on receipt transactions, see Transactions - Serve Customer - Part two; Receipt transactions.

For information on the acceptance of Bar-coded Bills manually, see subsection 4; Automated Payments manual procedure.

- Examine the screen to see whether the system is displaying a message saying that the data has been read but not recognised

If the system is displaying a message saying that the data has been read but not recognised:

- Touch the ✓ icon

- Enter the bar-code details manually

Please note: BT bar-coded bills must not be entered manually. If the bill has failed to scan or has not been accepted, it must be treated as a normal BT bill. Enter the bill as a receipt transaction. For information on receipt transactions, see Transactions - Serve Customer - Part two; Receipt transactions.

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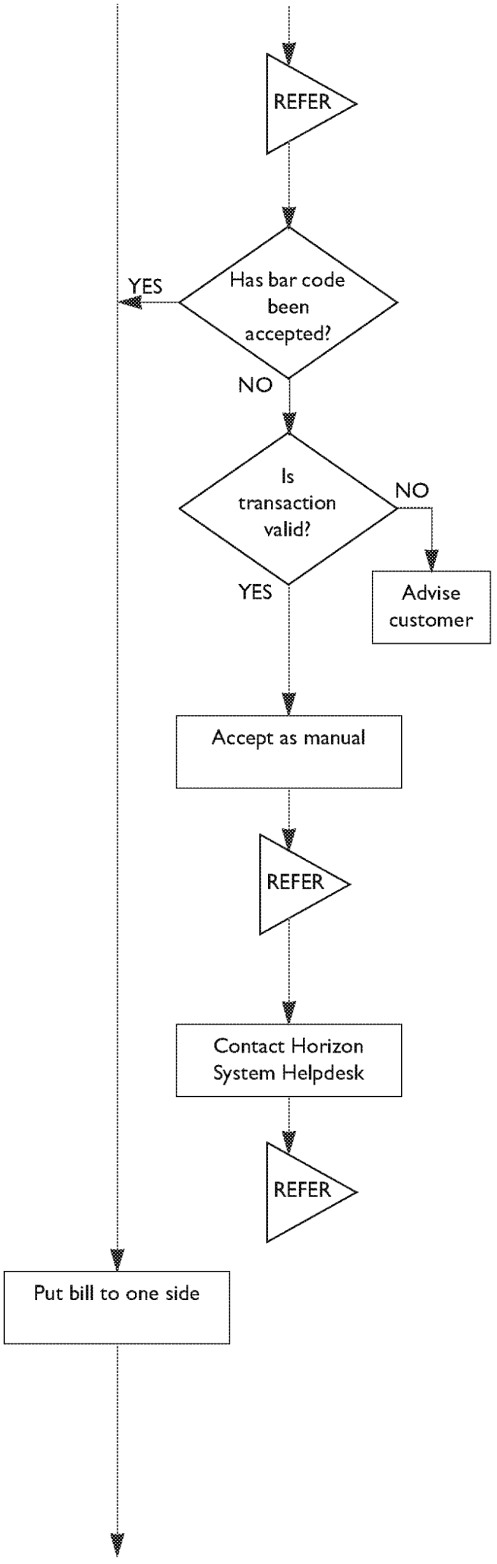
Automated Payments



For information on the acceptance of Bar-coded Bills manually, see subsection 4; Automated Payments manual procedure.

- Examine the screen to see whether the bar-code has been accepted

- Check if transaction is valid

If not:

- Advise the customer that the payment cannot be accepted at this post office at this time and they may wish to try another post office.

If the transaction is valid:

- Accept as a manual transaction

For information on receipt transactions, see Transactions - Serve Customer - Part two; Receipt transactions.

If the details are still invalid:

- Contact the Horizon System Helpdesk

For information on Help Desks, see Office Administration; Miscellaneous; Help Desks.

- Put the bill to one side

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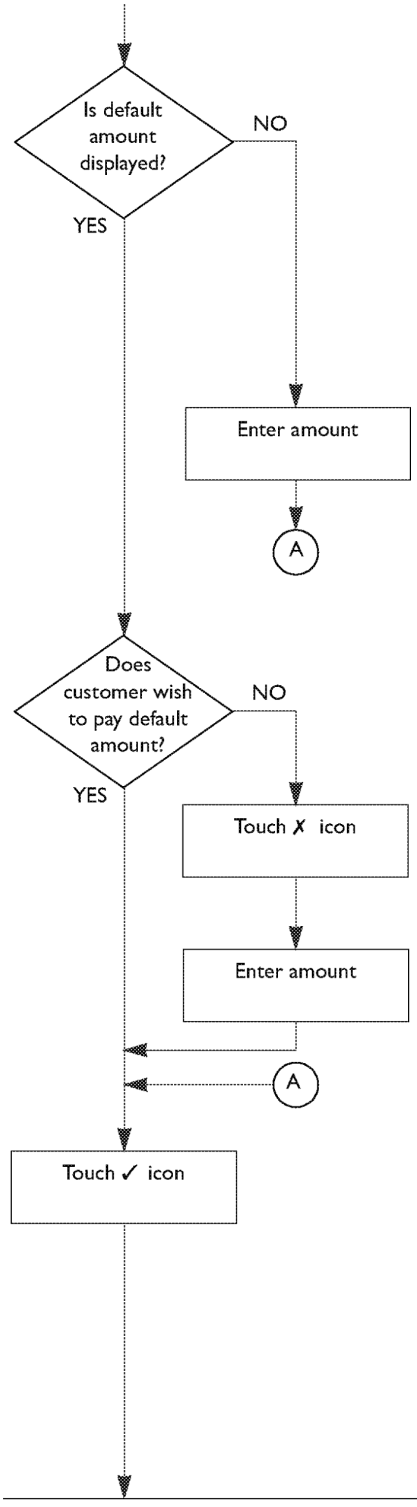

- Examine the screen to see whether the Horizon system is showing a default amount to be paid

  Please note: If you are entering information manually, for a list of schemes and their maximum/minimum/multiple payment amounts † See (i) below

If the system does not display a default amount:

- Enter the amount of the payment by using either:
  - the keyboard
  - the on-screen number pad
- Go to 'A' on page 15.

If the system displays a default amount:

- Check whether this is the amount the customer wants to pay

If the customer wants to pay a different amount:

- Touch the ✗ icon

- Enter the amount the customer wants to pay using either:
  - the keyboard
  - the on-screen number pad

- Touch the ✓ icon

i. See Counters Operations Manual; Automated Payments booklet 2; Bar-coded Bill schemes

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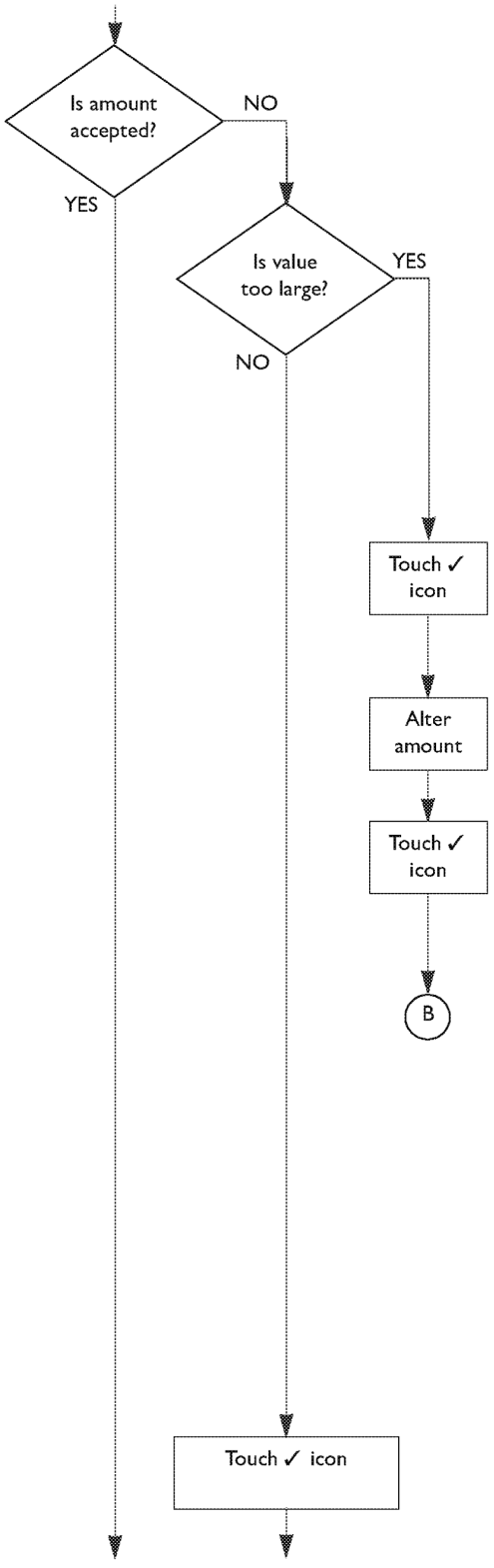

- Examine the screen to see whether the amount has been accepted

If the amount is not accepted:

- Examine the screen to see if the value you have entered is too large

Please note: If the value you have entered is too large, the system will display a message telling you that the amount you entered is outside the allowable range. The message will give details of the acceptable range.

If the value you have entered is too large:

- Touch the ✓ icon to acknowledge the message

If the amount you need to enter is greater than the system will allow in one input, enter it in part payments with the largest amount entered first.

- Alter the amount of the payment by using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon

If the amount is still not accepted repeat procedure from flowchart box 'Is amount accepted?' on page 16.

- Go to 'B' on page 17.

If the value you have entered is either too small, or is an incorrect multiple:

Please note: If the value you have entered is too small, the system will display a message telling you that the amount you entered is outside the allowable range. If the value you have entered is an incorrect multiple, the system will display a message saying that the product can only be sold in specified multiples.

- Touch the ✓ icon to acknowledge the message

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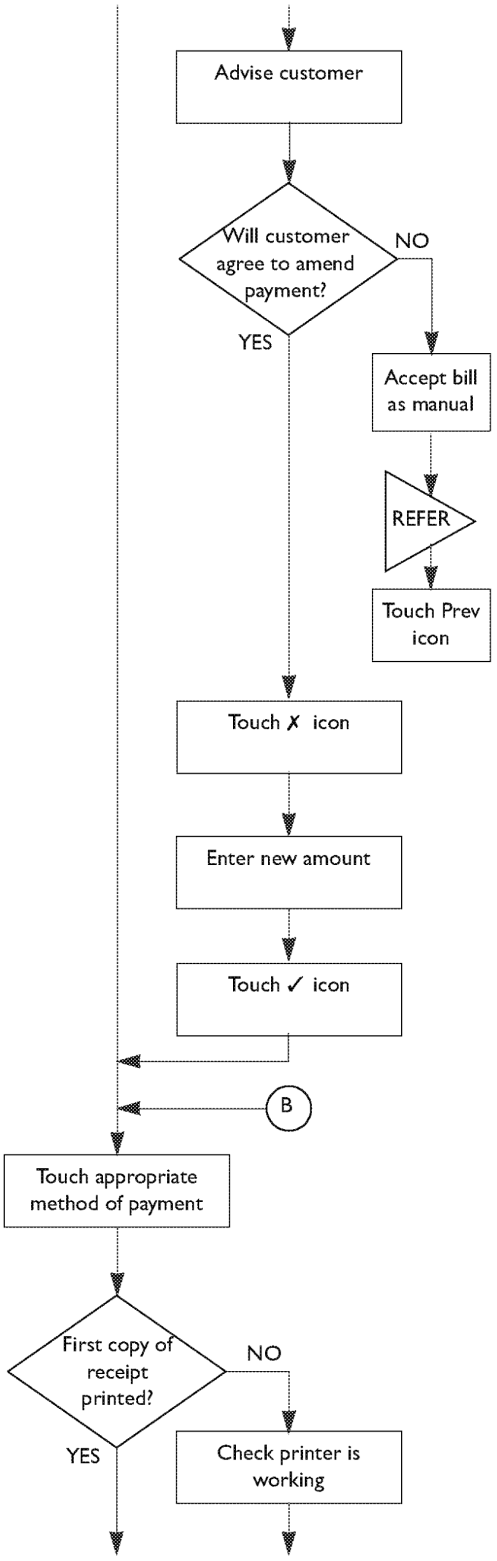

- Advise the customer that the value of the payment must be within the range stated on the system

- Check whether the customer will agree to amend the payment

If the customer does not agree to amend the payment:

- Accept the bill as manual

For information about carrying out a receipt transaction see Transactions - Serve Customer - Part two; Receipt transactions; Receipt transactions

- Touch the Previous icon to delete the transaction.

If the customer agrees to amend the payment:

- Touch the ✗ icon to delete the amount

- Enter the new amount by using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon.

If the amount is still not accepted repeat procedure from flowchart box 'Is amount accepted?' on page 16.

The Method of Payment screen will be displayed.

- Touch the appropriate method of payment on the Method of Payment screen

- Check whether the printer has printed the first copy of the receipt

If the printer does not print the first copy of the receipt:

- Check that the printer is working correctly

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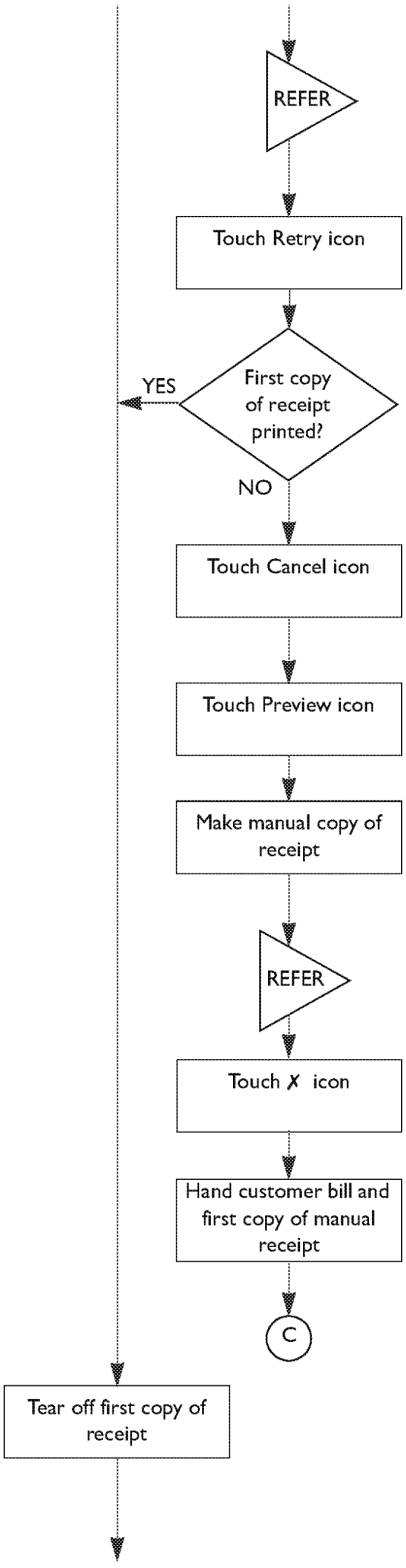

For information on printers, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the Retry icon

- Check whether the first copy of the receipt has now printed.

If the first copy of the receipt has still not printed:

- Touch the Cancel icon

- Touch the Preview icon

If there is more than one page, use the ☞ icon to scroll through the pages.

- Make a manual copy of the receipt

For information on producing a manual receipt, see subsection 5; Completing manual receipts.

- Touch the ✗ icon to exit from the receipt preview.

- Hand the customer the bill and first copy of manual receipt

- Go to 'C' on page 21.

- Tear off the first copy of the receipt

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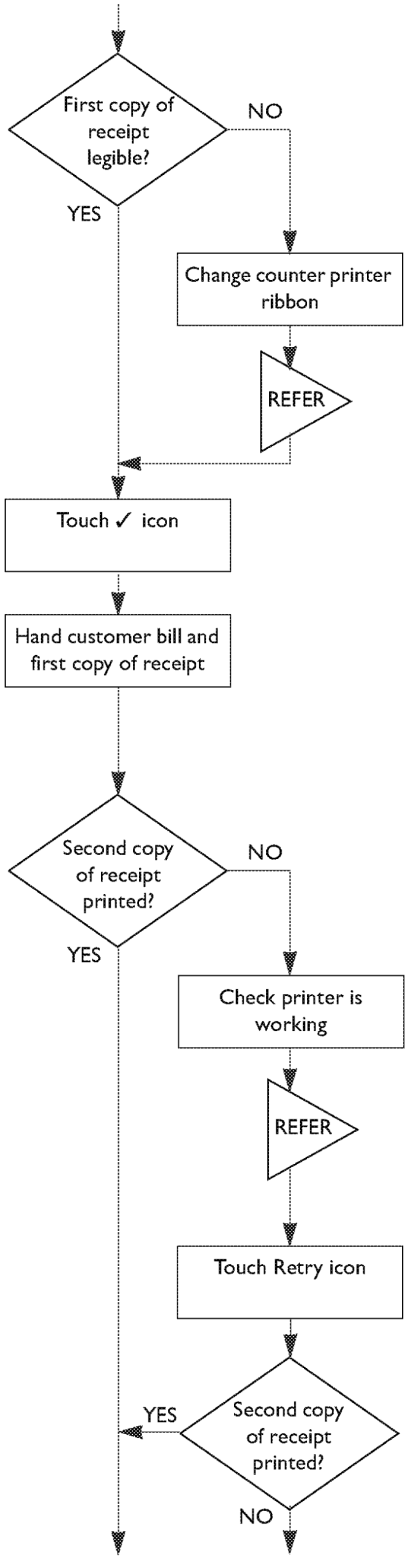

- Check that the first copy of the receipt is legible

If the first copy of the receipt is not legible:

- Change the counter printer ribbon

For information on counter equipment, see Office Administration; Equipment information and maintenance; Ordering and installing consumables.

- Touch the ✓ icon to confirm the printing of a second copy of the receipt

  The system will print the second copy of the receipt.
- Hand the customer
  - their bar-coded document
  - the first copy of the receipt

  Advise the customer to retain their copy of the receipt as proof of payment.
- Check whether the printer has printed the second copy of the receipt

If the printer does not print the second copy of the receipt:

- Check the printer is working correctly

For information on counter equipment, see Office Administration; Equipment information and maintenance; Counter equipment.

- Touch the Retry icon

- Check whether the second copy of the receipt has now printed.

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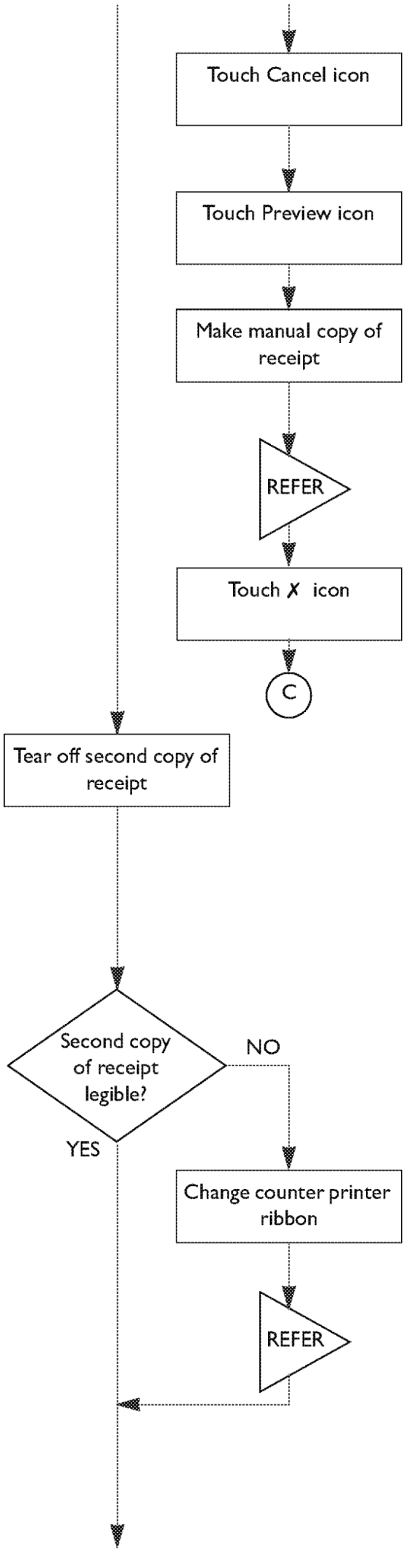

If the second copy of the receipt has still not printed:

- Touch the Cancel icon

- Touch the Preview icon

If there is more than one page, use the ☞ icon to scroll through the pages.

- Make a manual copy of the receipt

For information on producing a manual receipt, see subsection 5; Completing manual receipts.

- Touch the ✗ icon to exit from receipt preview

- Go to 'C' on page 21.

- Tear off the second copy of the receipt

Please note: If the second copy of the receipt tears in half when you remove it from the printer, you will need to reprint the receipt to obtain the second copy. For information on reprinting a receipt, see subsection 6; Reprinting an Automated Payments transaction receipt.

- Check whether the second copy of the receipt is legible

If the second copy of the receipt is not legible:

- Change counter printer ribbon

For information on counter equipment, see Office Administration; Equipment information and maintenance; Ordering and installing consumables.

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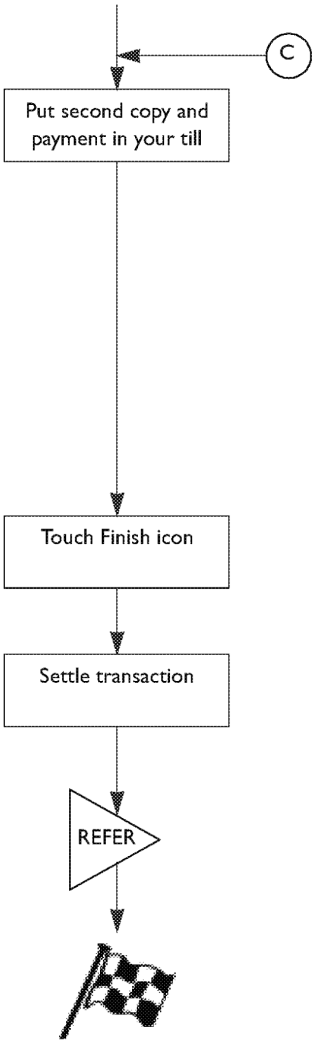
Automated Payments



- Place the second copy of the receipt and the customer's payment in your till

  Please note: Please ensure that AP receipts are available at all times in case they are required for AP recovery. Do not lock them away in counter stocks. Receipts must be kept in the office for two years.

  Please remember: If any AP receipts are recovered in a stock unit other than that which performed the original transaction the money will be in the original stock unit.

- Touch the Finish icon

- Settle the transaction.

For information on settling a transaction, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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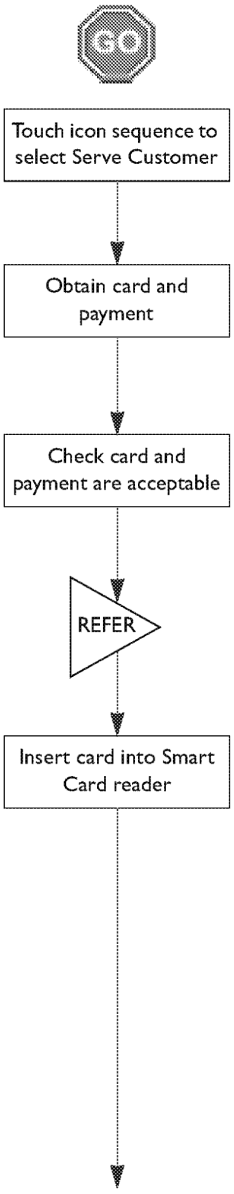
3 Smart Card recharging

Use this procedure when a customer presents a Smart Card for recharging using the Automated Payment Service (APS).

Please note: If the customer presents a Magnetic Card, see subsection 1; Magnetic Card payment. If the customer presents a bar-coded bill, see subsection 2; Bar-coded bill payment.



- Select the Serve Customer option by touching the following icon sequence:
  - Transactions
  - Serve Customer
- Obtain the Smart Card and payment from the customer
- Check whether the card and payment are acceptable

  For information on the acceptance of Smart Cards† See (i) below.

  If you cannot accept a payment for this type of card, advise the customer and refuse the payment.
- Insert the Smart Card into the Smart Card reader

i. See Counters Operations Manual; Automated Payments booklet 2; Smart Card and Key schemes; Smart Card and Key schemes

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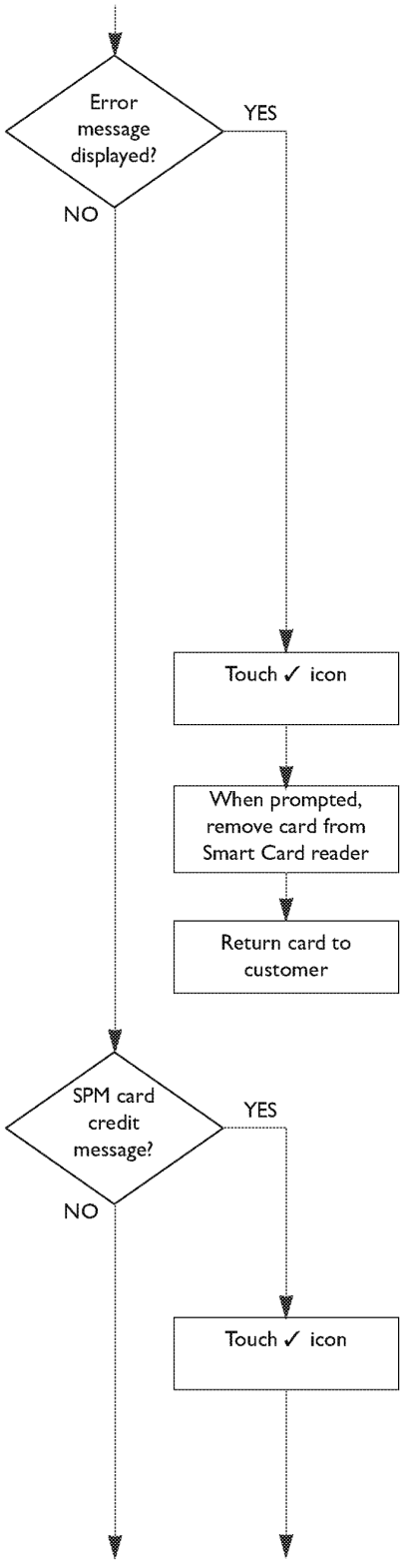

- Examine the screen to see whether the system is displaying a message

If the system is displaying an error message:

Error messages may be either:

- **Card faulty or invalid:** in this case follow the procedure from the first flowchart box 'Touch 3 icon' on page 23 and advise the customer to present it at the correct office and/or contact the utility company as appropriate.
- **Unavailable or invalid product**: in this case follow the procedure from the first flow chart box 'Touch 3 icon' on page 23, advise the customer to try another post office, and contact the Horizon System Helpdesk to log the problem.

For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous; Help Desks.

- Touch the ✓ icon

- When prompted by the system, remove the Smart Card from the Smart Card reader

- Return the Smart Card to the customer

- Examine the screen to see if the system is displaying a message telling you that the card already contains some credit until the existing credit is used

Please note: This message applies to simple payment module (SPM) cards only.

If the system is displaying a message saying that the card is full:

- Touch the ✓ icon to acknowledge the message

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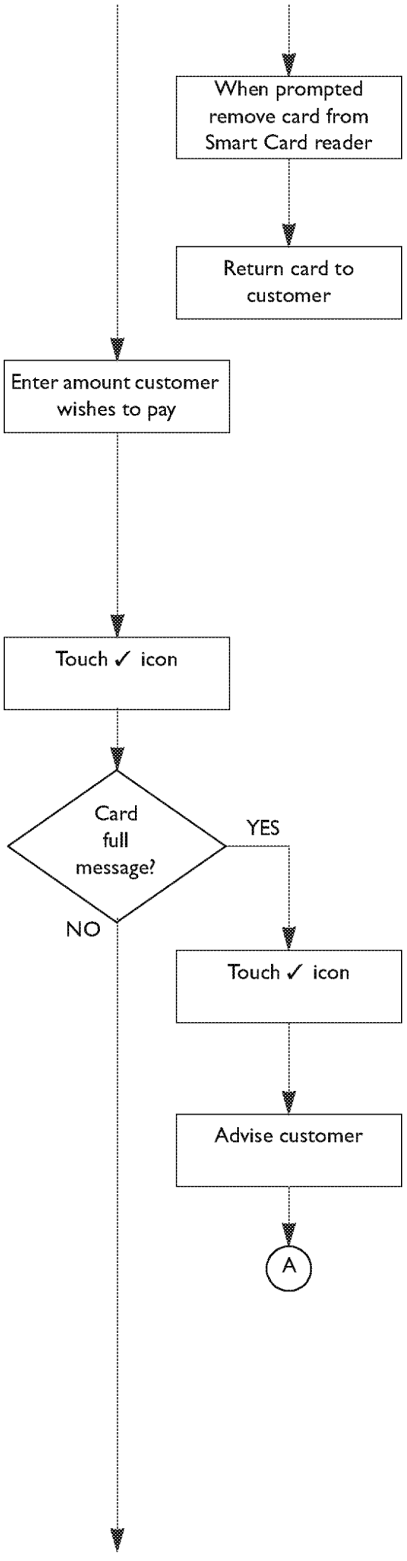

- When prompted by the system, remove the Smart Card from the Smart Card reader

- Return Smart Card to the customer and advise the customer to use the credit

This ends the procedure

- Enter the amount the customer wishes to pay using either:
  - the keyboard
  - the on-screen number pad

  If the customer changes their mind about the amount they want to pay or you have entered the wrong amount, enter the new amount and touch the ✓ icon.
- Touch the ✓ icon

- Examine the screen to see if the system is displaying a message saying that the card is full

If the system is displaying a message saying that the card is full

- Touch the ✓ icon to acknowledge the message

- Advise the customer that the card is full

- Go to 'A' on page 26

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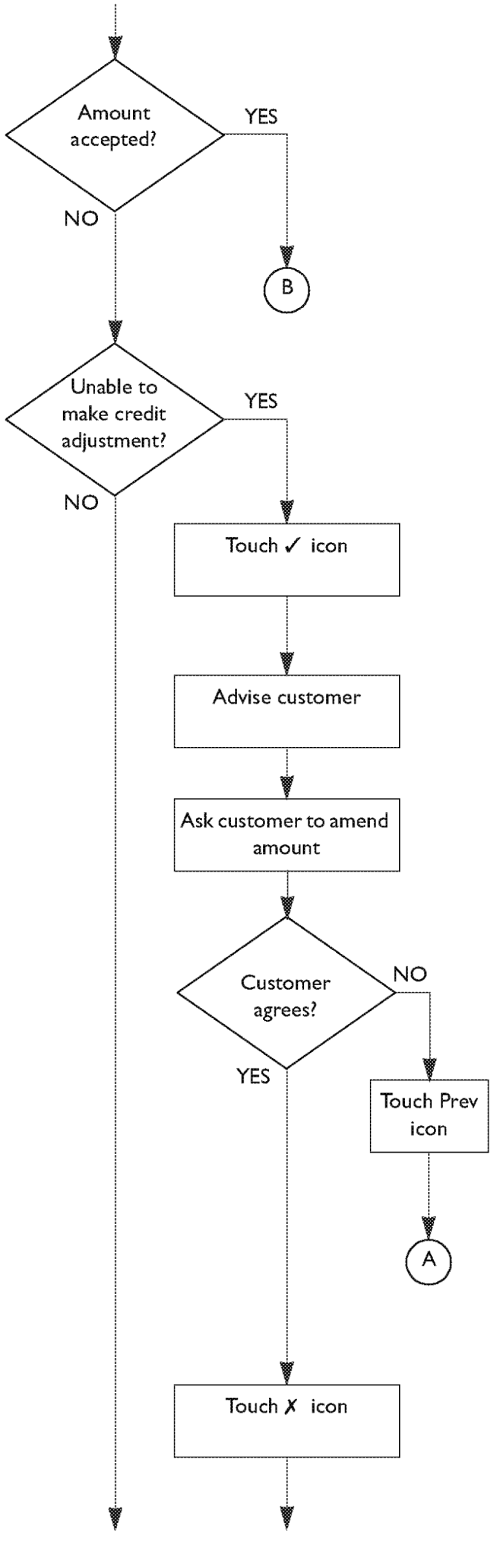

- Examine the screen to see whether the amount has been accepted

  If the amount is not accepted a message will be displayed explaining the reason

  - Go to 'B' on page 26

- Examine the screen to see if the system is displaying a message saying that it is unable to make the credit adjustment

  If it is:

  - Touch the ✓ icon to acknowledge the message

  - Advise the customer that the payment must be within the range stated on the system

  - Ask the customer to amend the payment amount

  - Check whether customer wishes to amend the payment amount

  If the customer does not wish to amend the payment amount:

  - Touch the Prev icon to abandon the transaction

  - Go to 'A' on page 26

  If the customer agrees to amend the payment amount:

  - Touch the ✗ icon to delete the amount entered

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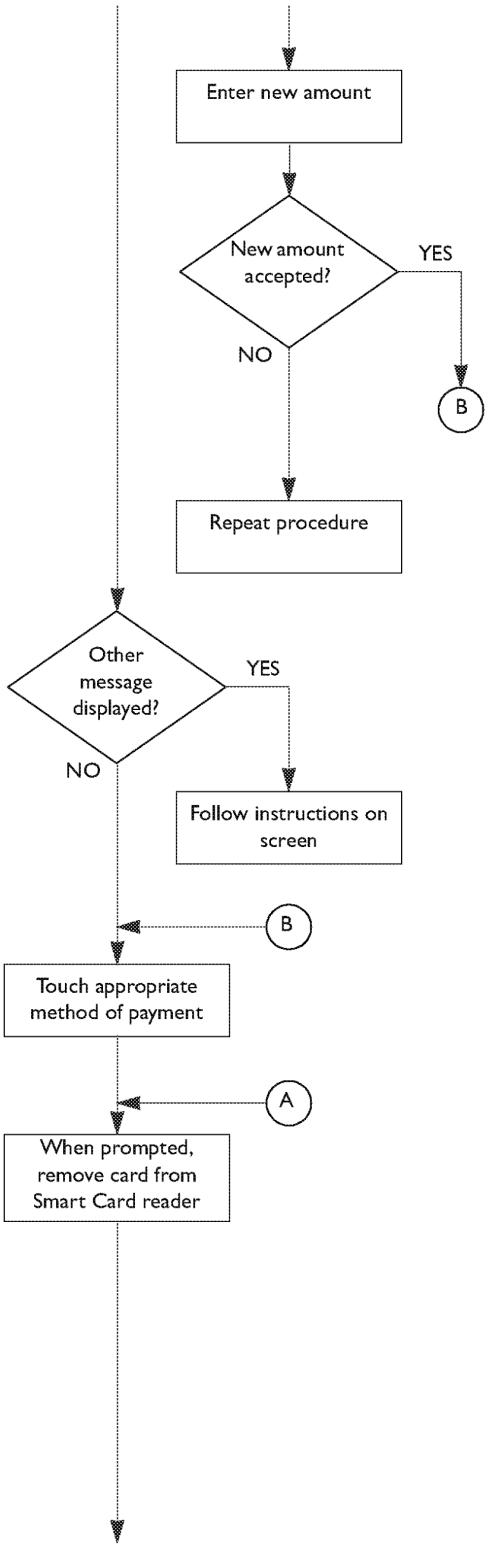

- Enter the new amount

- Examine the screen to see whether the new amount has been accepted

If it has:

- Go to 'B' on page 26

If the new amount has not been accepted:

- Repeat the procedure from flowchart box, 'Amount accepted?' on page 25.

- Examine the screen to see if any other message is displayed

If there is :

- Follow the instructions on the screen

- Touch the appropriate method of payment on the screen

- When the system prompts you to do so, remove the Smart Card from the Smart Card reader

Please note: You should remove the smart card, **only** when prompted to do so by the system.

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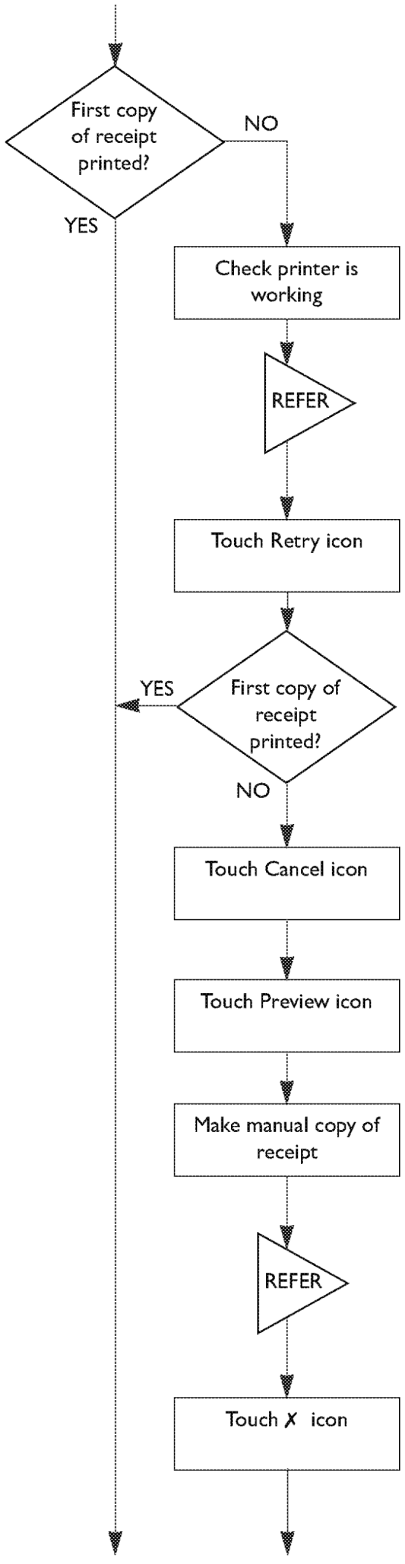

- Check whether the printer has printed the first copy of the receipt

If the printer does not print the first copy of the receipt:

- Check the printer is working correctly

For information on printers, see Office Administration booklet; System failure.

- Touch the Retry icon

- Check whether the first copy of the receipt has now printed.

If the first copy of the receipt has still not printed:

- Touch the Cancel icon

- Touch the Preview icon to preview the receipt

If there is more than one page, use the ☞ icon to scroll through pages

- Make a manual copy of the receipt

For information on producing a manual receipt, see subsection 5; Completing manual receipts.

- Touch ✗ icon to exit receipt preview

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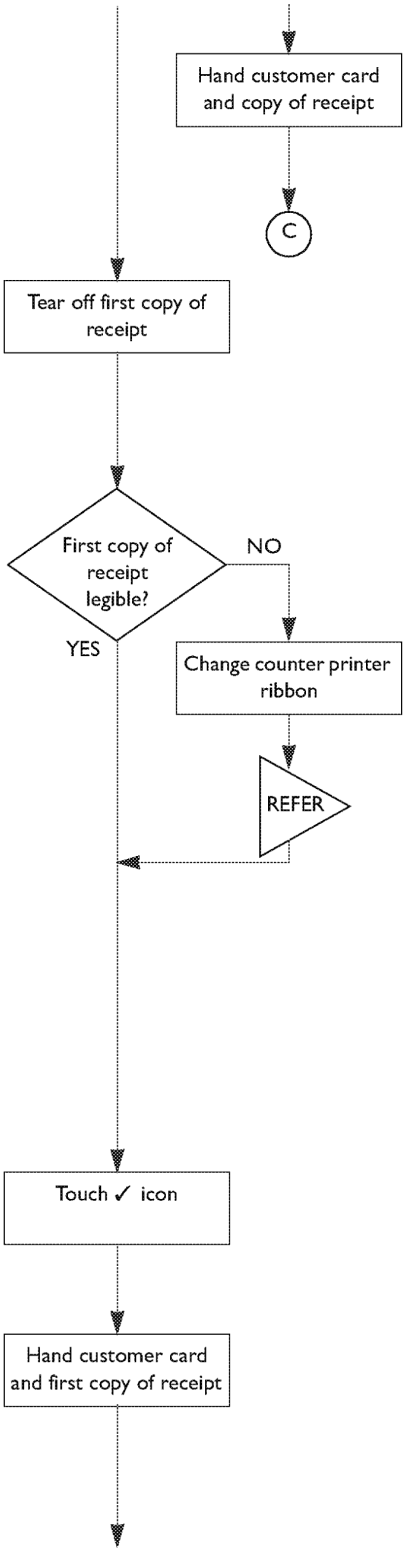

- Hand customer their card and copy of receipt

- Go to 'C' on page 30.

- Tear off the first copy of the receipt

  Please note: If the receipt is torn when removing it from the printer you will need to reprint it. For information on reprinting an AP receipt, see subsection 6; Reprinting an Automated Payments transaction receipt.

- Check that the first copy of the receipt is legible

  If the first copy of the receipt is not legible:

  - Change the counter printer ribbon

  For information on counter equipment, see Office Administration; Equipment information and maintenance; Ordering and installing consumables.

  If the system fails after the first receipt has been printed but before the second has been produced, prepare a manual receipt, and associate the printed receipt with the manual undercopy. File these in your till. Complete the recovery procedure once the system has been restored. For information on manual receipts, see subsection 5; Completing manual receipts. For information on the recovery procedure, see subsection 9; Recovery of Automated Payments.

- Touch the ✓ icon to confirm printing of a second copy of the receipt

- Hand the customer
  - their smart card
  - the first copy of the receipt

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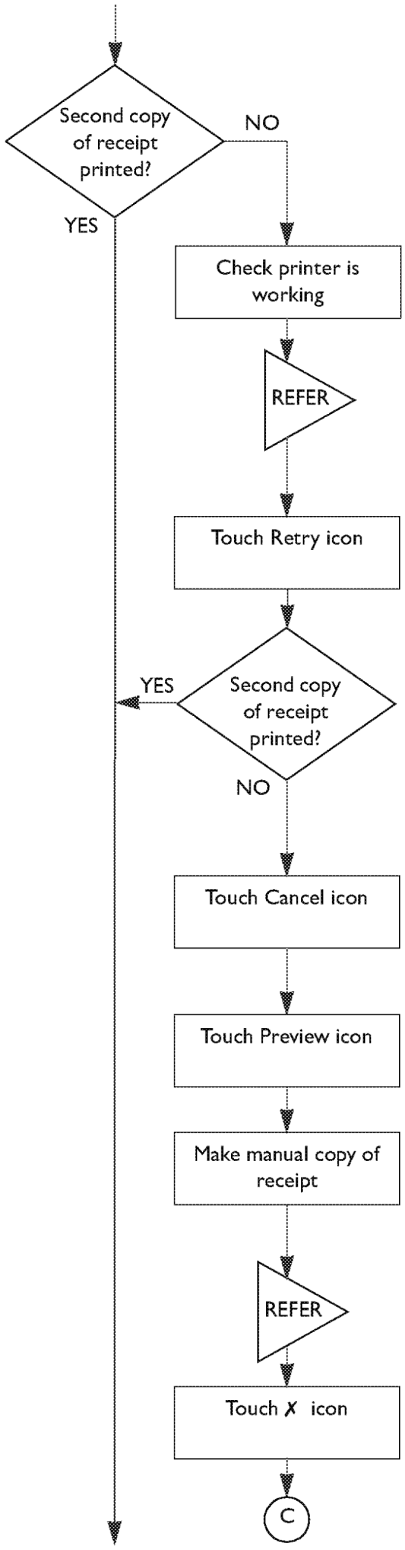

- Check whether the printer has printed the second copy of the receipt

If the printer has not printed the second copy of the receipt:

- Check the printer is working correctly

For information on printers, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the Retry icon

- Check whether the second copy of the receipt has now printed.

If the second copy of the receipt has still not printed:

- Touch the Cancel icon

- Touch the Preview icon

If there is more than one page, use the ☞ icon to scroll through the pages.

- Make a manual copy of the receipt

For information on producing a manual receipt, see subsection 5; Completing manual receipts.

- Touch ✗ icon to exit receipt preview

- Go to 'C' on page 30.

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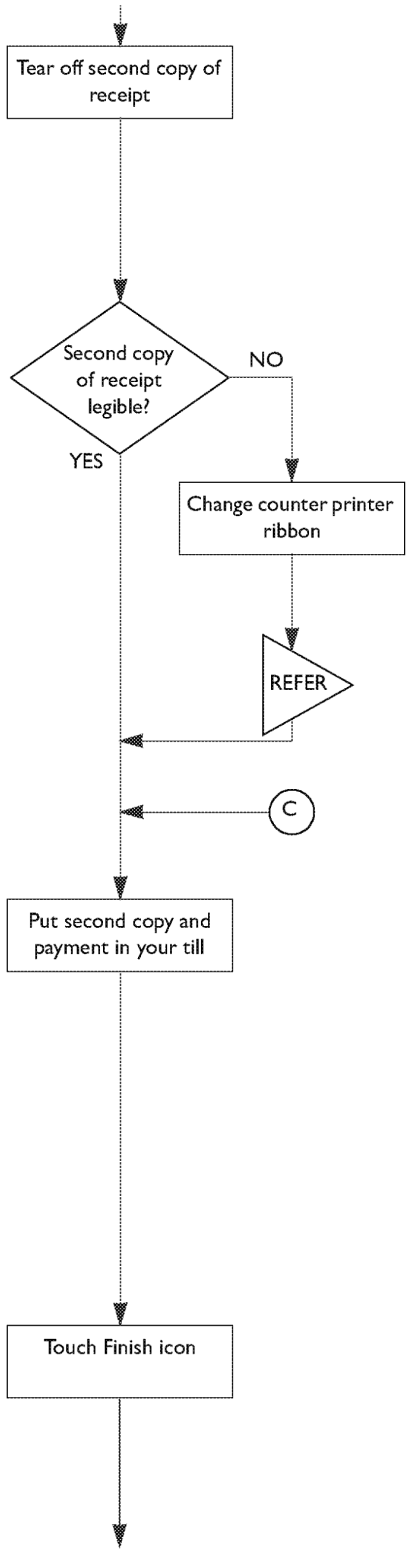

- Tear off the second copy of the receipt

  Please note: If the second copy of the receipt tears in half when you remove it from the printer, you will need to reprint the receipt to obtain the second copy. For information on reprinting a receipt, see subsection 6; Reprinting an Automated Payments transaction receipt.

- Check whether the second copy of the receipt is legible

  If the second copy of the receipt is not legible:

  - Change counter printer ribbon.

  For information on counter equipment, see Office Administration; Equipment information and maintenance; Ordering and installing consumables.

- Place the second copy of the receipt and the customer's payment in your till

  Please note: Please ensure that AP receipts are available at all times in case they are required for AP recovery. Do not lock them away in counter stocks. Receipts must be kept in the office for two years.

  Please remember: If any AP receipts are recovered in a stock unit other than that which performed the original transaction the money will be in the original stock unit.

- Touch the Finish icon

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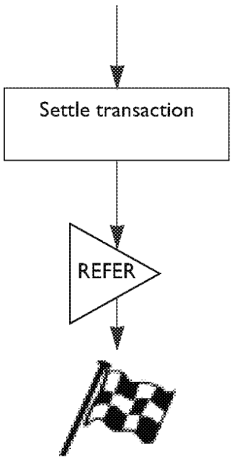

- Settle the transaction.

For information on settling a transaction, see Transactions - Serve Customer - Part three booklet; Miscellaneous; Settling transactions.

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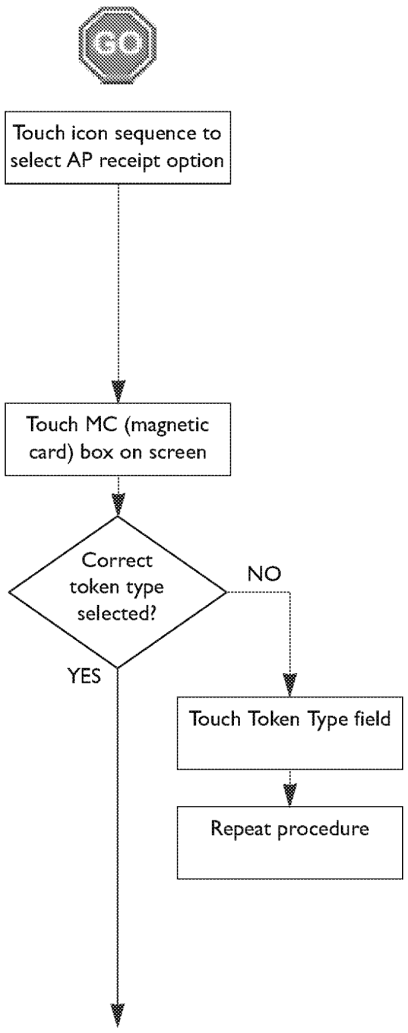
4 Automated Payments manual procedure

Please note: This procedure does not apply to Smart Card payments, which **cannot** be input manually, nor to bar-coded BT bills which should be treated as a normal BT bill and entered as a receipt transaction. For information on receipt transactions, see Transactions - Serve Customer - Part two; Receipt transactions.

4.1 Entering a magnetic card's PAN manually

Use this procedure if a magnetic card reader fails to read when you accept an Automated Payment (AP) transaction or if you need to enter AP transactions which have been performed on an imprinter.

If the magnetic card reader is not working, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).
For information on accepting transactions 'out of hours', see subsection 10; Automated Payments 'Out of Hours' Transactions.



- Select the AP receipt option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Other Products
  - Utilities
  - AP Receipt

  The system displays the Token Type screen.
- Touch the MC (magnetic card) box on the screen
- Check that you have selected the correct token type

If you have not selected the correct token type:

- Touch the Token Type field on the AP Manual Process panel
- Repeat the procedure from the flowchart box 'Touch MC (magnetic card) box on screen' on page 32.

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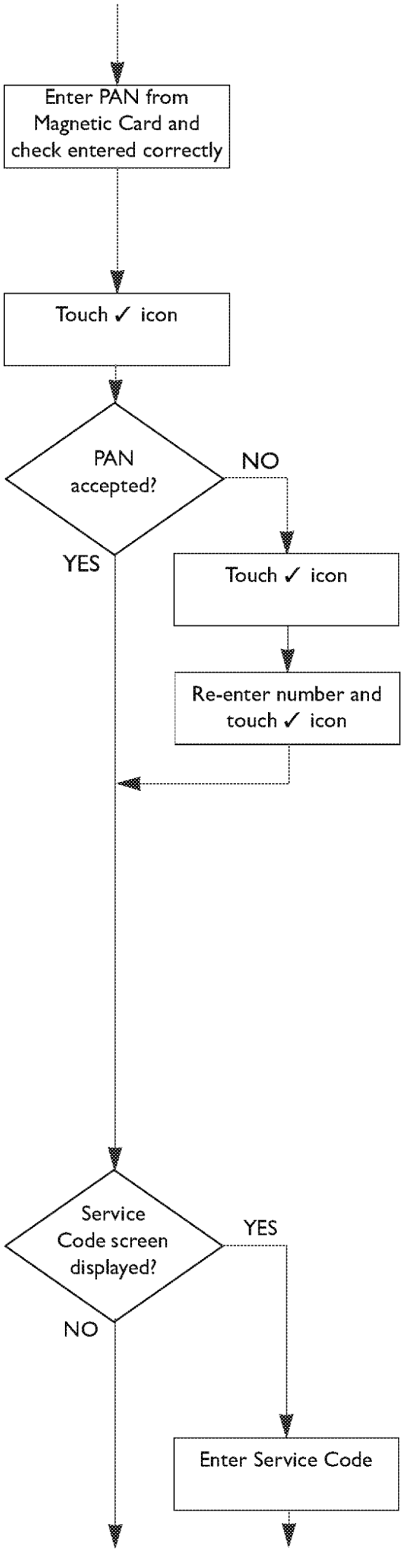

- Enter the Primary Account Number (PAN) and check it is entered correctly. This is shown in large type on the magnetic card and usually embossed or on the receipt (in the case of an 'out of hours' transaction).Use either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon

- Check whether the PAN has been accepted

If the PAN has not been accepted:

- Touch the ✓ icon

- Re-enter the number and touch the ✓ icon.

If the PAN has been entered correctly but is still not accepted, accept the transaction as an AP receipt (PLU241). For information on PLU numbers, see System Administration; System features; Using Product Look Up (PLU) numbers.

The AP receipts must be bundled up and despatched immediately by special delivery to:

The Exceptions Duty
Automated Payments unit
Transaction Processing
No1 Future Walk
West Bars
Chesterfield
S49 1PF

- Examine the screen to see whether the Service Code screen is displayed

Please note: If this is not displayed, the Amount screen should be displayed.

If the Service Code screen is displayed:

- Enter the Service Code

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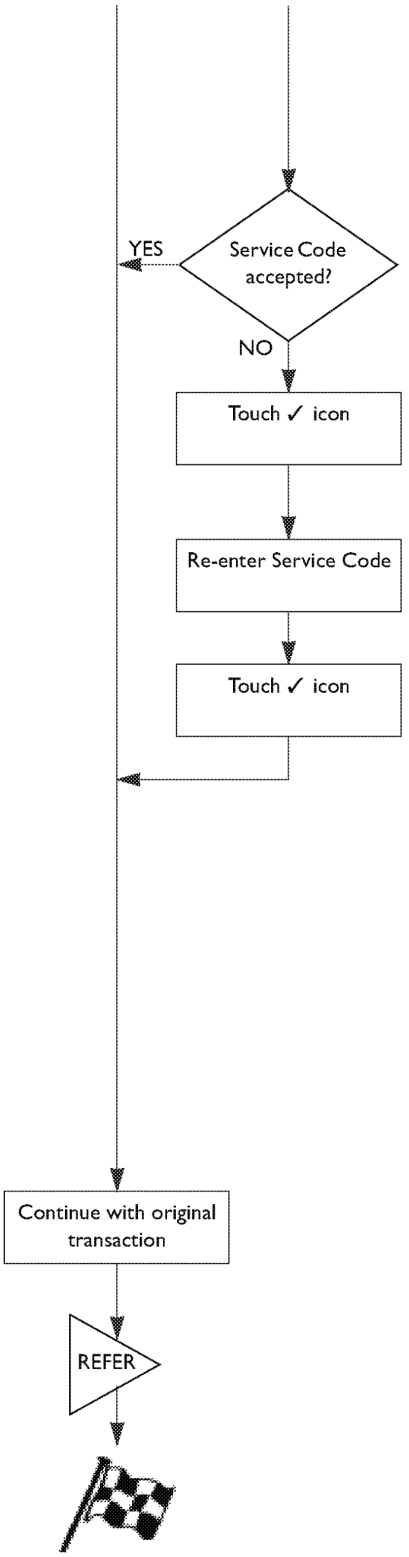

Please note: This is usually shown on the extreme left of the bottom line of the Magnetic Card. There may be between one and four digits in the Service Code.
If the Service Code is less than four digits, enter one or more zeros, as appropriate, before the digits (for example 24 must be entered as 0024).

- Check that the Service Code has been accepted

If the Service Code has not been accepted:

- Touch the ✓ icon

- Re-enter the Service Code

- Touch the ✓ icon.

If the service code has been entered correctly but is still not accepted, accept the transaction as an AP receipt (PLU241). For information on PLU numbers, see System Administration; System features; Using Product Look Up (PLU) numbers.

The AP receipts must be bundled up and despatched immediately by special delivery to:

The Exceptions Duty
Automated Payments unit
Transaction Processing
No1 Future Walk
West Bars
Chesterfield
S49 1PF

- Continue with the original transaction

For information on Magnetic Card payments, see subsection 1; Magnetic Card payment from the flow-chart box 'Put card aside' on page 3.

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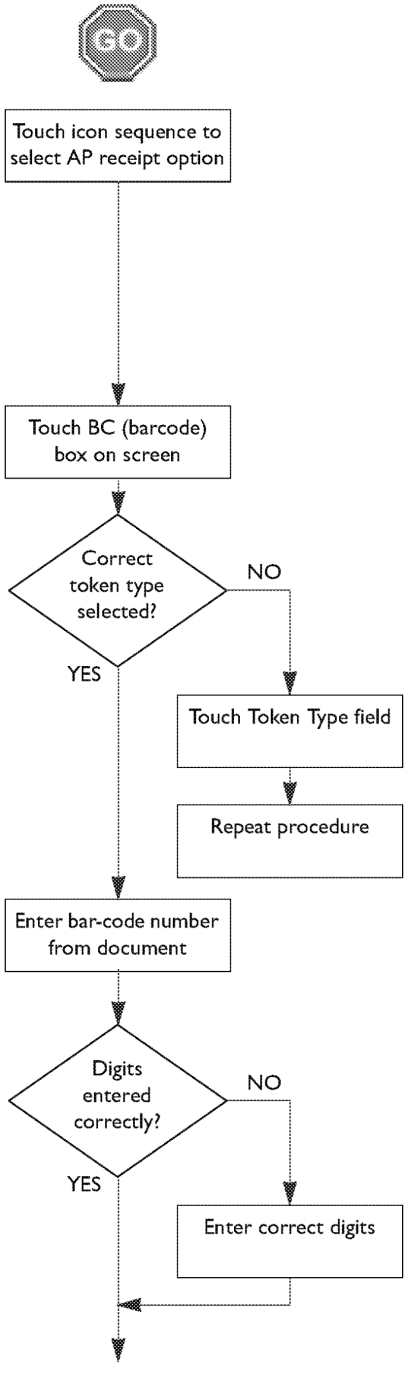
Automated Payments

4.2 Entering a bar-coded document's bar-code number manually

Use this procedure if a bar-code reader fails to scan when you accept an Automated Payment (AP) transaction.

If the bar-code reader is not working, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).



- Select the AP receipt option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Other Products
  - Utilities
  - AP Receipt

  The system displays the Token Type screen.
- Touch the BC (bar-code) box
- Check that you have selected the correct token type

If you have not selected the correct token type:

- Touch the Token Type field on the AP Manual Process panel
- Repeat the procedure from the flowchart box 'Touch BC (barcode) box on screen' on page 35.

- Enter the bar-code number from the document using either:
  - the keyboard
  - the on-screen number pad
- Examine the screen to ensure that you have entered the bar-code digits correctly

If you have entered incorrect digits:

- Enter the correct digits, using the Backspace key to delete incorrect entries.

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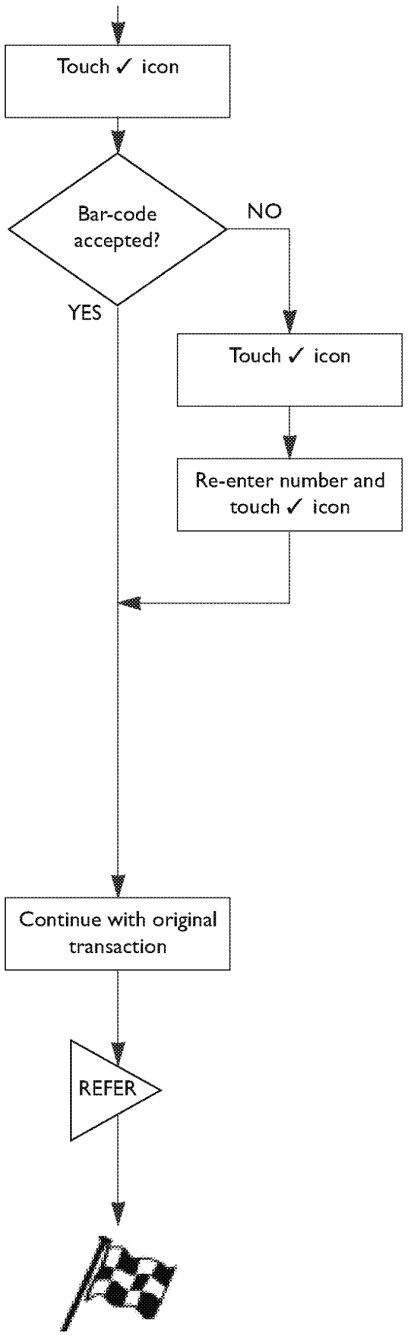

- Touch the ✓ icon to continue

- Check that the bar-code has been accepted

If the bar-code has not been accepted:

- Touch the ✓ icon

- Re-enter the number and touch the ✓ icon.

Please note: If the bar-code details have been entered correctly but are still not accepted, accept the transaction as a normal receipt transaction and then contact the Horizon System Helpdesk to log the problem.

For information on receipt transactions, see Transactions - Serve Customer - Part two; Receipt transactions.

For information on contacting the Horizon System Helpdesk, see Office Administration; Miscellaneous; Help Desks.

- Continue with the original transaction

For information on the acceptance of Bar-coded Bill payments, see subsection 2; Bar-coded bill payment, starting from the flow-chart box 'Put bill to one side' on page 14.

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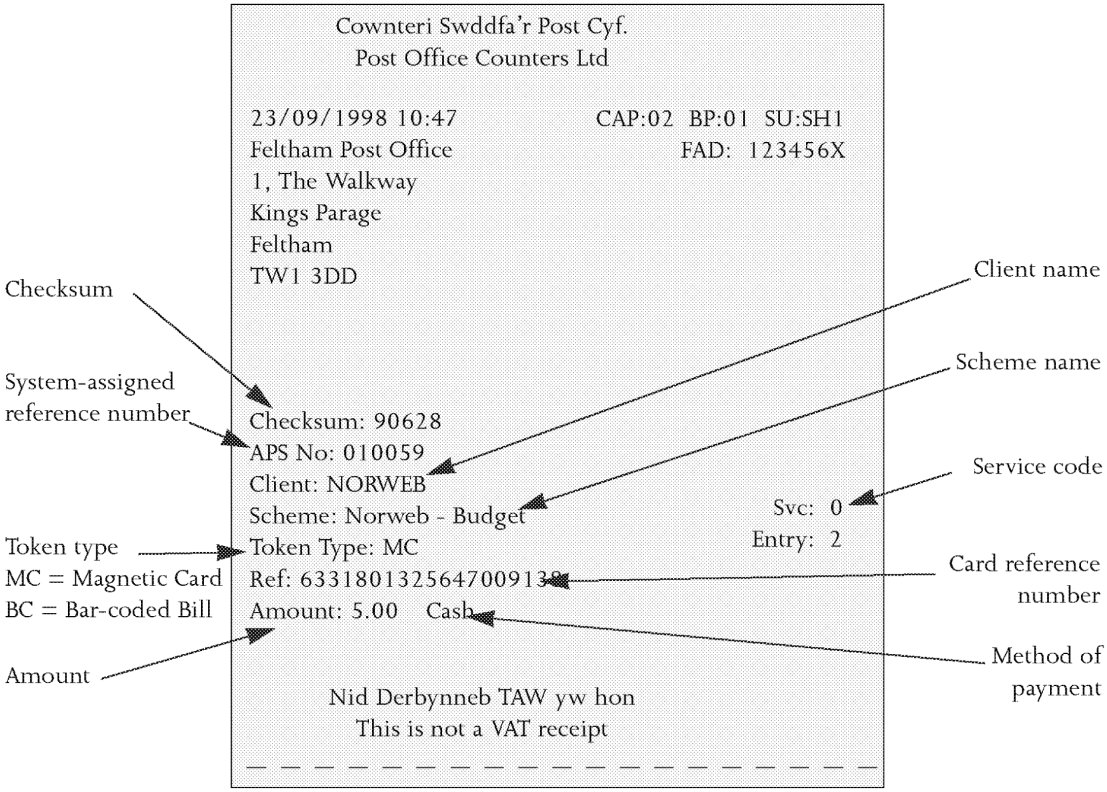
5 Completing manual receipts

5.1 Examples of receipts

Illustrated below and overleaf are examples of Automated Payments Receipts. Refer to these when following the procedure for completing manual receipts described in this section.

Customer receipt - magnetic Card or Bar-coded bill



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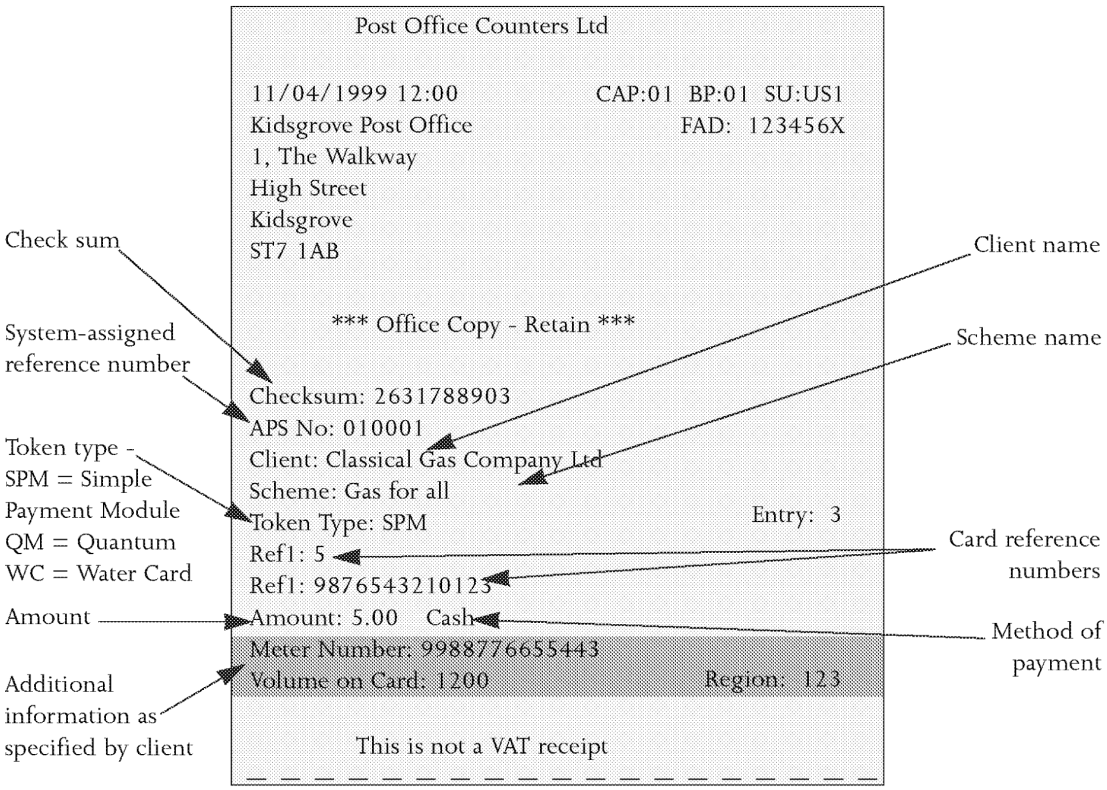
Automated Payments customer receipt - Smart Card



Please note: You must include any additional information specified by the client on any manual receipts you produce.

5.2 Payment with an embossed Magnetic Card

When you need to complete a manual receipt for a payment with an **embossed** Magnetic Card:

- Obtain a Payment Vouchers Receipt P4565

Please note: The receipt has three copies. The white copy is not required and must be destroyed.

- Prepare the receipt using the card and imprinter† See (i) below
- Complete the following details on the receipt (see paragraph 5.1; page 37):

- the checksum

Please note: This is applicable only if the transaction was automated, that is, a manual receipt is needed because the printer is not working.

- the AP transaction reference number

Please note: This is applicable only if the transaction was automated, that is, a manual receipt is needed because the printer is not working.

i. See Counters Operations Manual; Automated Payments booklet 1; Imprinters

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- the token type 'MC' (this denotes that the payment was made by Magnetic Card)
- the Service Code (located in the bottom line of the card, normally between one and four numbers) If the service code is less than four digits, enter one or more zeros, as appropriate, before the code, for example, 24 becomes 0024
- the value of the transaction
- the method of payment

* Date stamp both copies of the receipt
* Hand the top copy to the customer
* Retain the under copy of the receipt in accordance with current procedures† See (i) below

5.3 Payment with an unembossed Magnetic Card

When you need to complete a manual receipt for a payment with an **unembossed** Magnetic Card:

* Obtain a Payment Vouchers Receipt P4565

Please note: The receipt has three copies. The white copy is not required and must be destroyed.

* Complete the following details on the receipt (see paragraph 5.1; page 37):

- the checksum

Please note: This is applicable only if the transaction was automated, that is, a manual receipt is needed because the printer is not working.

- the AP transaction reference number

Please note: This is applicable only if the transaction was automated, that is, a manual receipt is needed because the printer is not working.

- the token type 'MC' (this denotes that the payment was made by Magnetic Card)
- the Ref number (the PAN which is the number shown in large type on the card)
- the Service Code (located in the bottom line of the card, normally between one and four numbers) If the service code is less than four digits, enter one or more zeros, as appropriate, before the code, for example, 24 becomes 0024
- the value of the transaction
- the method of payment

* Date stamp both copies of the receipt
* Hand the top copy to the customer
* Retain the under copy of the receipt in accordance with current procedures† See (i) below

i. See Counters Operations Manual; Automated Payments booklet 1; Accounting and despatch

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5.4 Bar-coded Bill payment

* Obtain a Miscellaneous Receipt P1091L
* Complete the following details on the receipt (see paragraph 5.1; page 37):

- the checksum

Please note: This is applicable only if the transaction was automated, that is, a manual receipt is needed because the printer is not working.

- the AP transaction reference number

Please note: This is applicable only if the transaction was automated, that is, a manual receipt is needed because the printer is not working.

- the Customer Reference (bar-code) number
- the token type 'BC' (this denotes that the payment was a Bar-coded Bill payment)
- the value of the transaction
- the method of payment

* Date stamp both copies of the receipt
* Hand the top copy to the customer
* Retain the under copy of the receipt in accordance with current procedures† See (i) below

5.5 Payment with a Smart Card

* Obtain a Payment Vouchers Receipt P4565

Please note: The receipt has three copies. The white copy is not required and must be destroyed.

* Using the receipt screen preview, complete the following details on the receipt (see paragraph 5.1; page 37):

- the checksum
- the AP transaction reference number
- the token type 'QM', 'SPM' or 'WC' (this denotes that the payment was made by Smart Card)
- the Ref1 number
- the Ref2 number
- the value of the transaction
- the method of payment
- Any other information that appears below the 'Amount' line

* Date stamp both copies of the receipt
* Hand the top copy to the customer
* Retain the under copy of the receipt in accordance with current procedures† See (i) below

i. See Counters Operations Manual; Automated Payments booklet 1; Accounting and despatch

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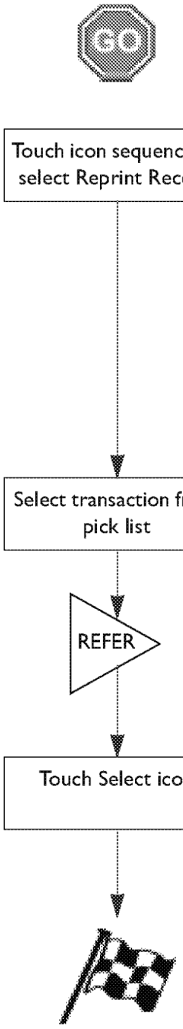
6 Reprinting an Automated Payments transaction receipt

Use this procedure when you need to reprint a receipt for an Automated Payment transaction.

You can reprint a receipt for a customer session provided that the session has not been settled.

This procedure does not apply to reversal transactions. Since reversal transactions are settled automatically, reversal receipts cannot be reprinted. (Selection of the reprint facility under these circumstances would produce a reprint of the session receipt.)



- Select the Reprint Receipt option by touching the following icon sequence:
  - Transaction
  - Serve Customer
  - Functions
  - Reprint Receipt

  Please note: Alternatively, you can press the RECPT key on the keyboard after the second copy of the receipt has been printed and before the session has been settled.

- From the displayed pick list, select the Automated Payment transaction for which you wish to reprint a receipt

  For information on using pick lists, see System Administration; System features; Using picklists

- Touch the Select icon

  The counter printer prints the receipt.

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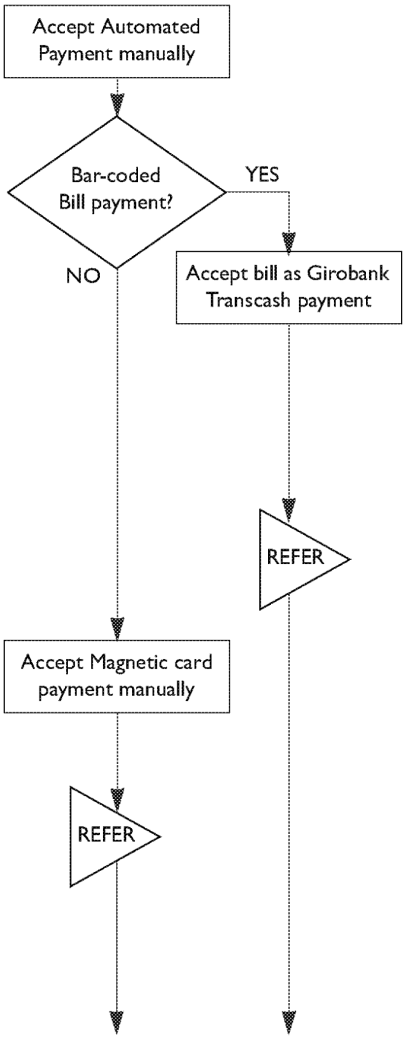
7 Automated Payments during system failure

Use this procedure when a customer wishes to make an Automated Payment and the Horizon system is unavailable.

If you are in an office with more than one terminal and your terminal has failed, you should use another terminal whenever possible.

Please note: This procedure does not apply to Smart Card payments which cannot be carried out when the Horizon System is unavailable.



- Accept the Automated Payment manually

- Check whether the payment is by Bar-coded Bill

If the payment is by Bar-coded Bill:

- Accept the bill as a Girobank Transcash payment.

Please note: Bar-coded BT bills in this instance must be treated as a normal BT bill. Enter the bill as a receipt transaction. For information on receipt transactions, see Transactions - Serve Customer - Part two; Receipt transactions.

For information on Girobank Transcash payments† See (i) below

If the payment is by Magnetic Card:

- Accept the Magnetic Card payment manually

For information on the acceptance of Magnetic Card payments manually † See (ii) below

i. See Counters Operations Manual; Girobank plc/Bunches booklet; Transcash
ii. See Counters Operations Manual; Automated Payments booklet 1; Terminals

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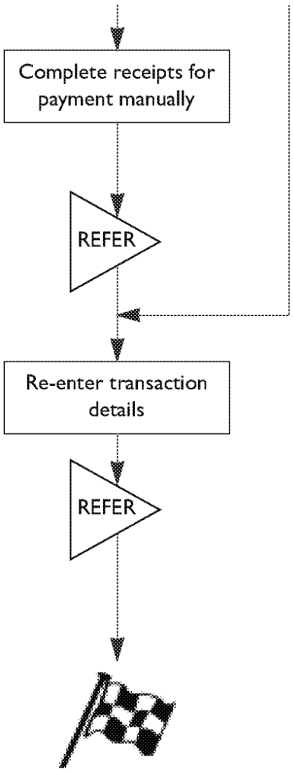
Automated Payments



- Complete the receipts for the payment manually

  For information on the manual completion of receipts, see subsection 5; Completing manual receipts.

- Re-enter the transaction details when the Horizon system is restored.

  For information on recovering transactions after the system is restored, see subsection 9; Recovery of Automated Payments.

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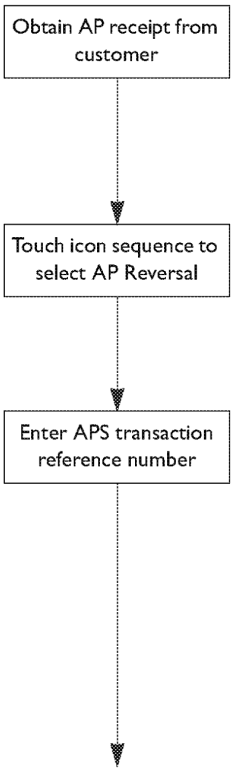
8 Reversing an Automated Payment

Use this procedure when you need to reverse an Automated Payment (AP) transaction, for example because a customer wishes to obtain a refund.

Please note: An AP transaction can be reversed only:

- if the system is connected to the LAN (offices with more than one node only)
- if the customer session in which the original transaction was performed has been completed
- if the system is available
- in the office in which the original transaction occurred
- in the stock unit in which the original transaction was carried out
- until the end of day marker is placed on the day the transaction was carried out (approximately 7.00 p.m.)
- if the Cash Account Period (CAP) has not changed since the original transaction
- if the transaction has not been reversed already
- if the original receipt is presented by the customer
- if the product or service is defined as reversible on the Horizon system
- for a smart card transaction, if the customer has not left the office following the transaction and must present the card used in the original transaction
- for an SPM smart card transaction, within five minutes of the original transaction



- Obtain the original AP receipt from the customer together with the smart card if it was a smart transaction

  Please note: You **must not** reverse the transaction if the customer does not have their receipt.

- Select the AP Reversal option by touching the following sequence of icons:
  - Transactions
  - Reversals
  - AP Reversal
- Enter the APS transaction reference number (shown on the receipt as 'APS No. XXXXXX') using either:
  - the keyboard
  - the on-screen number pad

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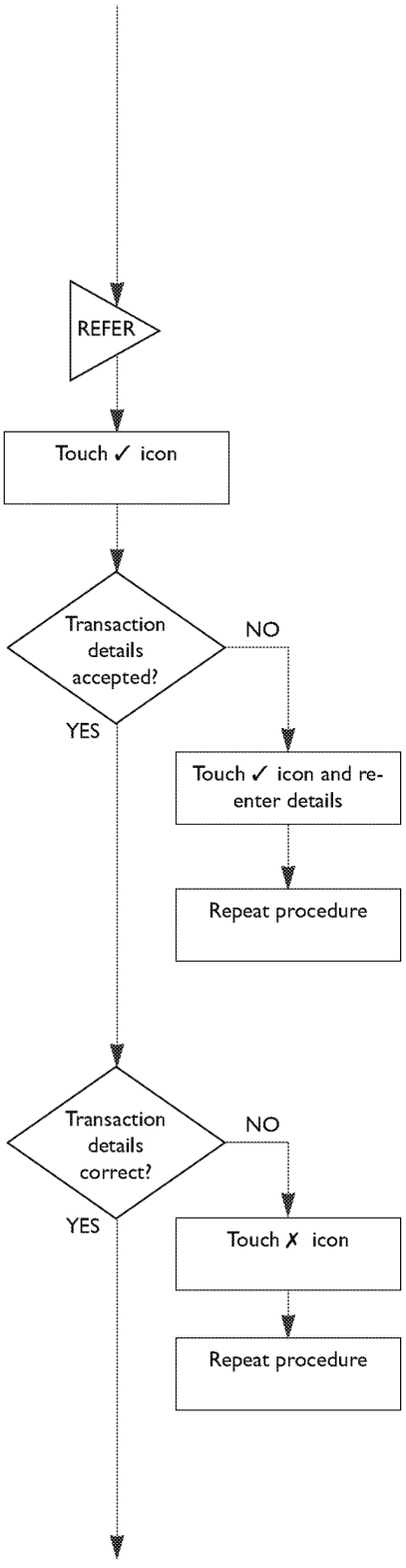
Automated Payments



If the transaction details on the customer's receipt are illegible you may print an APS transaction report. This will show the APS transaction number.

Please note: Do not cutoff the report at this stage. Cut-offs should only take place at the end of day. The purpose of printing the report is for information only, once this information is obtained, destroy the APS transaction report.

For information on printing reports, see Reports; Daily summaries; Producing a daily counter summary.

- Touch the ✓ icon

  The Horizon system will display the transaction details.

- Examine the screen to see whether the transaction details have been accepted by the Horizon system

  If the details have not been accepted:

  - Touch the ✓ icon and re-enter the details.

  - Repeat the procedure from the flowchart box 'Enter APS transaction reference number' on page 44.

  Please note: If you do not wish to re-enter the AP transaction number, touch the Previous icon.

- Check whether the transaction details are correct

  If the transaction details are not correct:

  - Touch the ✗ icon

  The Horizon system will return to the Reversals screen.

  - Repeat the procedure from the flow-chart box 'Enter APS transaction reference number' on page 44.

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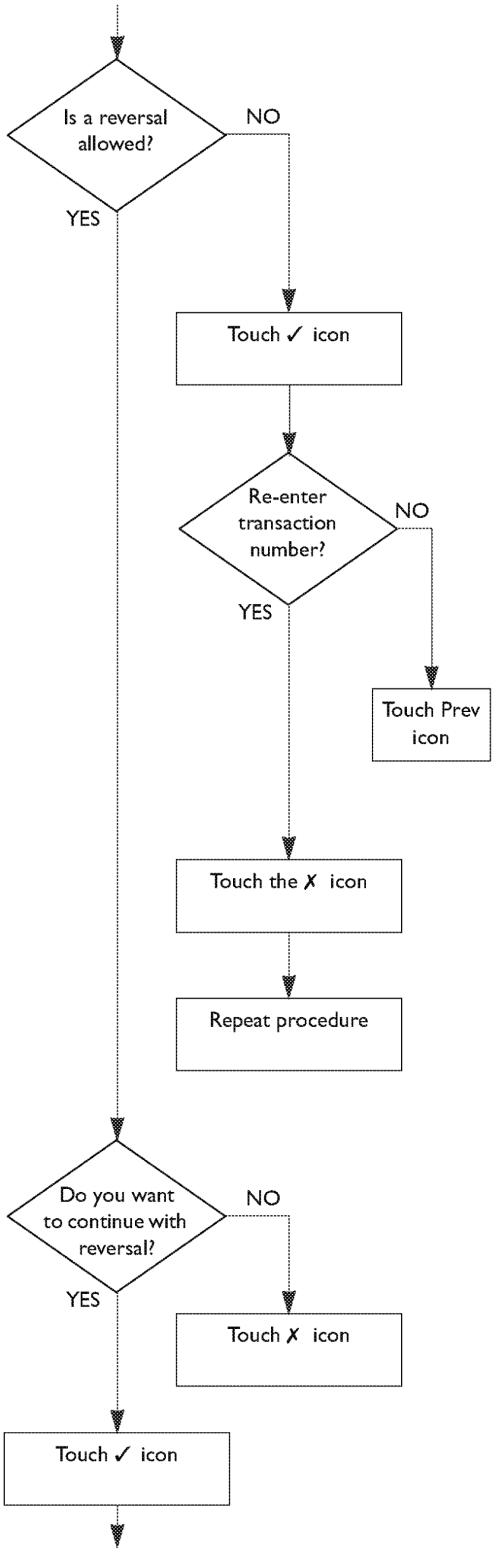
Automated Payments



- Examine the screen to see whether a reversal is allowed

If the reversal is not allowed:

The Horizon system will display a message explaining why not.

- Touch the ✓ icon to acknowledge the message

- Decide whether you want to re-enter the APS transaction number, for example because you made a mistake when entering the number

If you do not want to re-enter the APS transaction number:

- Touch the Prev icon to delete the reversal.

If you do want to re-enter the APS transaction number:

- Touch the ✗ icon to delete the current number

- Repeat the procedure from the flow-chart box 'Enter APS transaction reference number' on page 44.

- Decide whether you want to continue with the reversal

If you decide not to reverse the transaction:

- Touch the ✗ icon.

The Horizon system will return to the Reversals screen.

- Touch the ✓ icon

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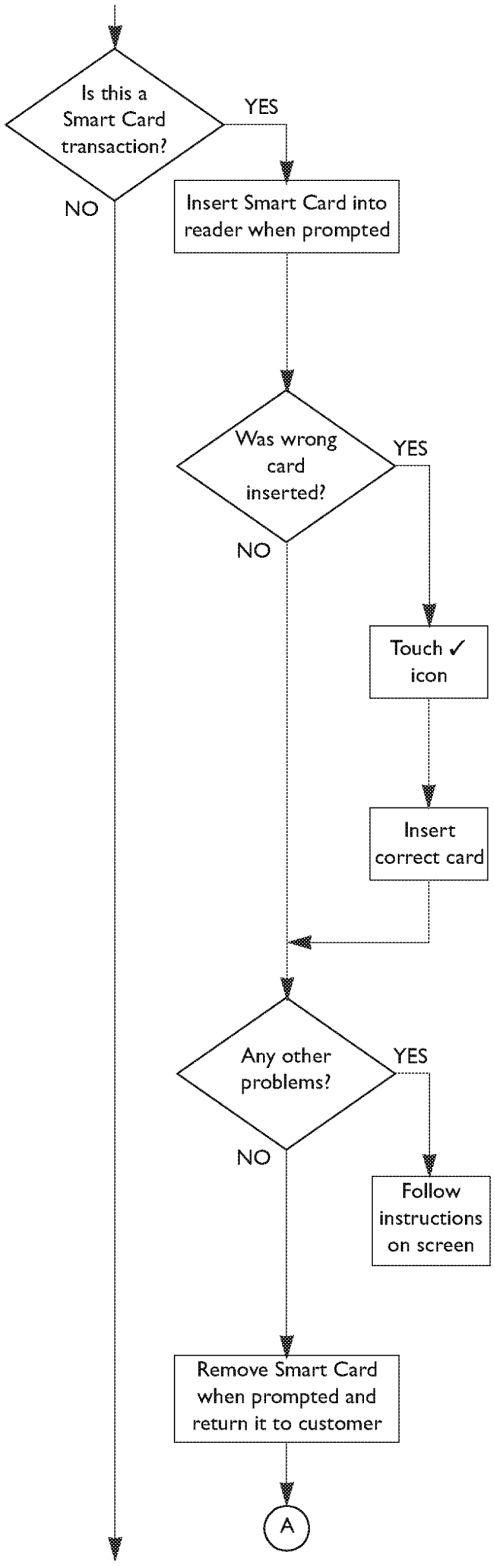
Automated Payments



- Decide whether this is a Smart Card transaction

If this is a Smart Card transaction:

- Insert the Smart Card into the Smart Card reader when prompted

Please note: The system displays a message saying that it is processing the card. You must not remove the Smart Card until the system instructs you to do so.

- Examine the screen to see whether the system is informing you that you have inserted the wrong card by asking you to remove the card and insert the correct one:

If the system is informing you that you have inserted the wrong card:

- Touch the ✓ icon

Please note: If the correct card is not available, advise the customer that the transaction cannot be reversed and touch the Cancel icon to end the transaction.

- Remove the wrong card and insert the correct one

If the correct card has still not been inserted repeat procedure from flowchart box 'Was wrong card inserted?' on page 47.

- Examine the screen to see whether there are any other problems with the Smart Card

If there are any other problems with the Smart Card:

- Follow the instructions on the screen to deal with the problem.

If there are no other problems with the Smart Card:

- Remove the Smart Card from the Smart Card Reader when prompted and return the card to the customer

- Go to 'A' on page 48.

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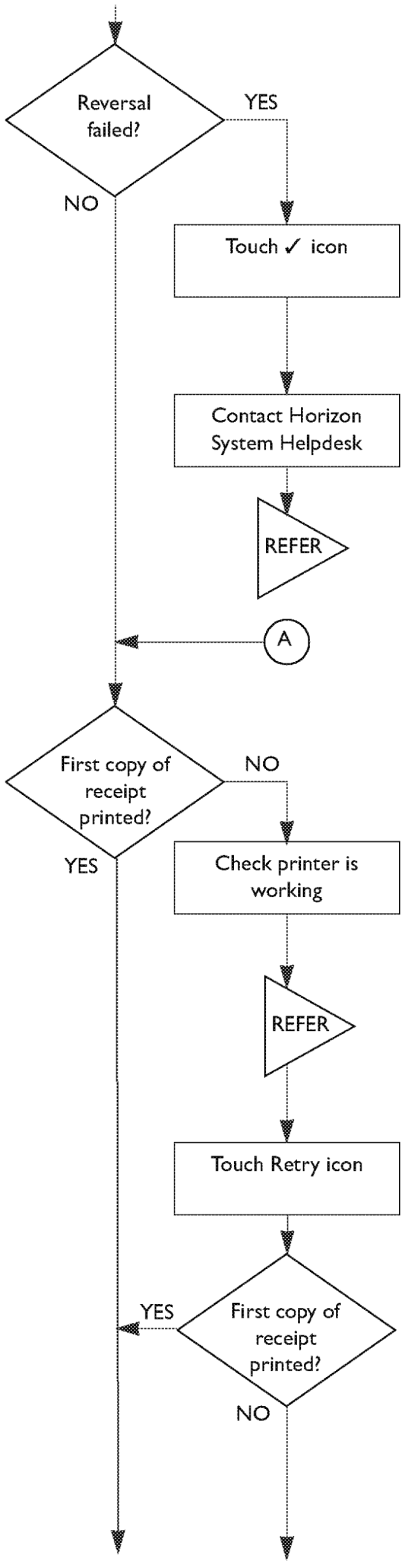

- Examine the screen to see whether there is a message telling you that the reversal has failed

If there is a message telling you that the reversal has failed:

- Touch the ✓ icon

- Contact the Horizon System Helpdesk

For information on Help Desks, see Office Administration; Miscellaneous; Help Desks.

- Check whether the printer has printed the first copy of the receipt

If the printer does not print the first copy of the receipt:

- Check the printer is working correctly

For information on printers, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the Retry icon

- Check whether the first copy of the receipt has now printed.

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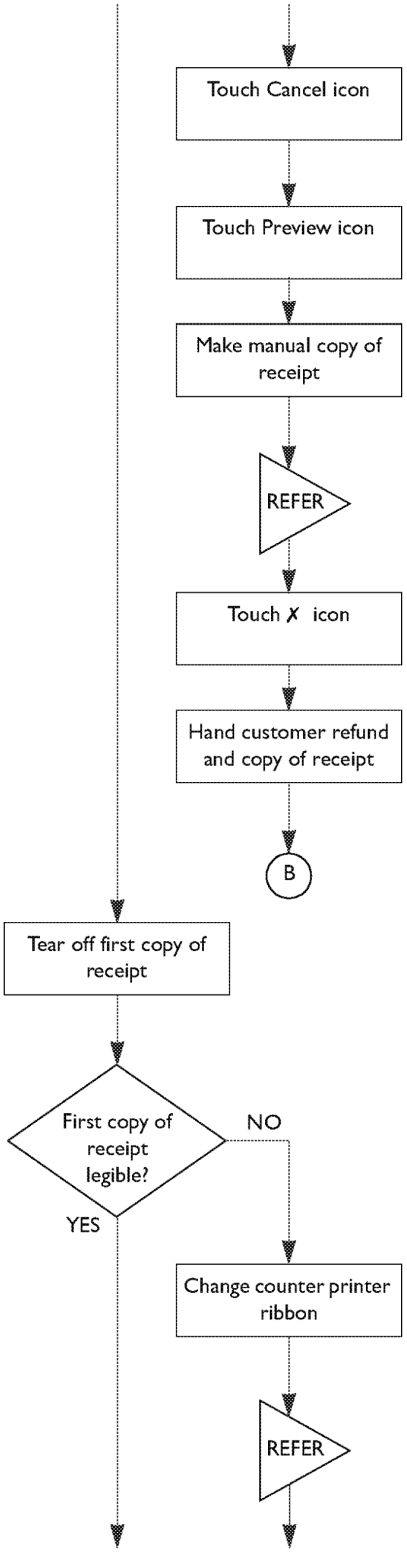

If the first copy of the receipt has still not printed:

- Touch the Cancel icon
- Touch the Preview icon

If there is more than one page, use the ☞ icon to scroll through the pages.

- Make a manual copy of the receipt

For information on producing a manual receipt, see subsection 5; Completing manual receipts.

- Touch the ✗ icon to exit from the receipt preview
- Hand the customer the refund and a copy of the receipt
- Go to 'B' on page 52.

- Tear off the first copy of the receipt
- Check that the first copy of the receipt is legible

If the first copy of the receipt is not legible:

- Change the counter printer ribbon

For information on counter equipment, see Office Administration; Equipment information and maintenance; Ordering and installing consumables.

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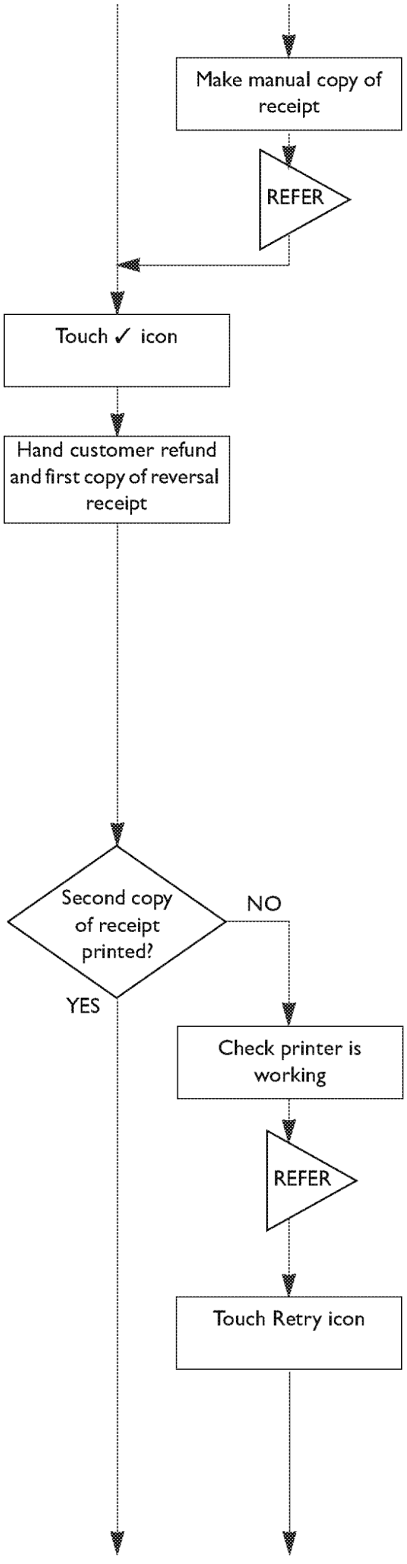

- Make a manual copy of the receipt

For information on producing a manual receipt, see subsection 5; Completing manual receipts.

- Touch the ✓ icon to confirm the printing of a second copy of the receipt

- Hand the customer
  - the refund
  - the first copy of the reversal receipt

  Advise the customer to retain their copy of the receipt as proof of refund.

  Please note: If the customer had originally paid by cheque the cheque should be returned to them with the reversal receipt. A stock adjustment will then need to be carried out to reduce the total amount of cheques in the stock unit by the amount of the returned cheque.

- Check whether the printer has printed the second copy of the receipt

If the printer does not print the second copy of the receipt:

- Check the printer is working correctly

For information on printers, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the Retry icon

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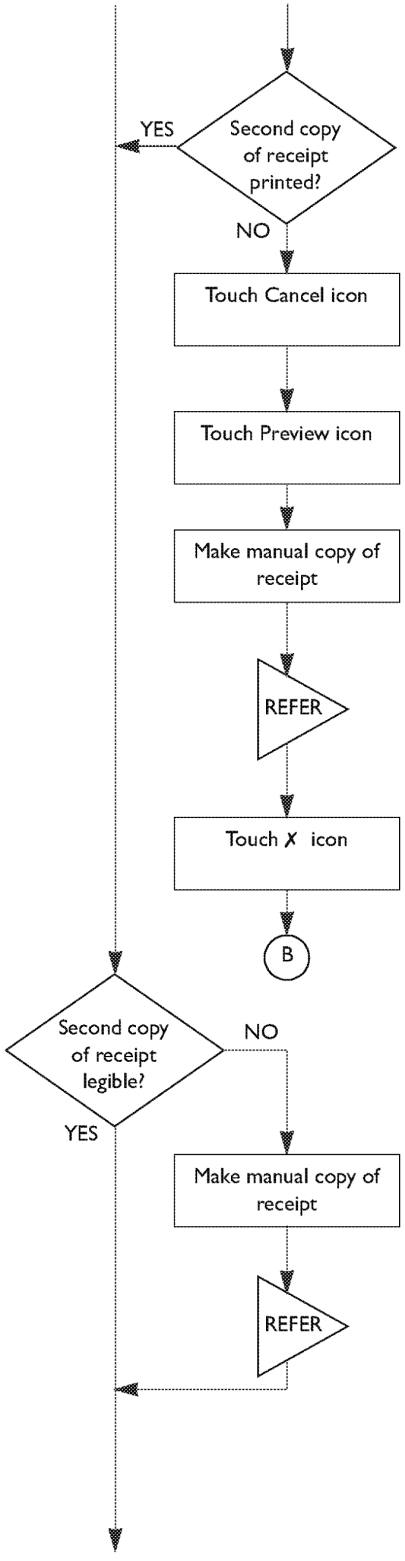
Automated Payments



- Check whether the second copy of the receipt has now printed.

If the second copy of the receipt has still not printed:

- Touch the Cancel icon

- Touch the Preview icon

If there is more than one page, use the ☞ icon to scroll through the pages.

- Make a manual copy of the receipt

For information on producing a manual receipt, see subsection 5; Completing manual receipts.

- Touch the ✗ icon to exit from the receipt preview

- Go to 'B' on page 52.

- Check whether the second copy of the receipt is legible

If the second copy of the receipt is not legible:

- Make a manual copy of the receipt.

For information on producing a manual receipt, see subsection 5; Completing manual receipts.

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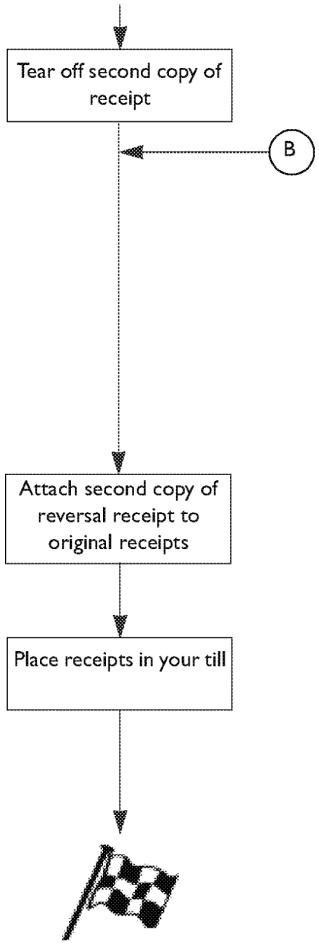
Automated Payments



- Tear off the second copy of the receipt

  Please note: If the second copy of the receipt tears in half when you remove it from the printer, you will need to make a manual copy of the receipt to obtain a second copy. For information on producing a manual receipt, see subsection 5; Completing manual receipts.

  If a manual receipt has been written due to printer failure hand the customer the refund and the copy of that receipt.

- Attach the second copy of the reversal receipt to both copies of the original receipt

- Place the receipts in your till.

  Please note: Please ensure that AP receipts are available at all times in case they are required for AP recovery. Do not lock them away in counter stocks. Receipts must be kept in the office for two years.

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9 Recovery of Automated Payments

There are three types of recovery you may need to carry out on the Horizon system. Below is a brief description of each. Full details are contained in the relevant procedures.

Session recovery

You will need to recover a session if you have performed transactions on the system but had not completed them at the time the system failed.

Transactions will have been allocated an AP transaction number and will have appeared in the transaction stack, therefore they will have been partly recorded on the system. In this case the system will be aware that there is incomplete information about a transaction and will prompt you to provide the missing information as soon as it is switched on following the failure.

When you have completed session recovery you will be prompted to carry out disaster recovery.

Disaster recovery

You will need to perform disaster recovery if you have completed transactions on the system and, as a result of a system failure, the system record of the transactions have been lost. You will be prompted for disaster recovery every time the Horizon system is reloaded, for example when it is restarted after a system failure. However, if the system detects that session recovery is required, i.e. an AP session was in progress at the time of the system failure, then the system will display the session recovery screen first.

The Horizon system is generally reloaded, as a matter of course, once a day. This reload takes place overnight to take account of the possible delivery of reference data. This means that, provided this reload has taken place, the disaster recovery prompt will be invoked at the first logon, for every workstation in your office, every day.

Although the Horizon system will automatically prompt for disaster recovery you will only need to check your receipts and complete the disaster recovery process if there has been a physical failure with an Horizon system workstation, i.e. an internal component within the processor has broken and an engineer has attended and replaced the broken part.

When you are prompted for disaster recovery you will have to decide whether a component has been replaced. If a component has been replaced you will need to confirm that details of receipts held in your office are recorded on the system. The system will present you with the first two digits of a receipt number and the date and time of the last receipt recorded on the system and will ask you if you have any receipts that have a later date and time than that shown. If this is the case you will need to enter the missing information.

When you have completed disaster recovery you will be prompted to carry out fallback recovery.

Fallback recovery

You will need to perform fallback recovery if the system has been unavailable, for example because of a system failure, and you have carried out AP transactions during the period that the system was unavailable.

In this case you will enter information from the manual receipts you completed for these transactions.

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Automated Payments

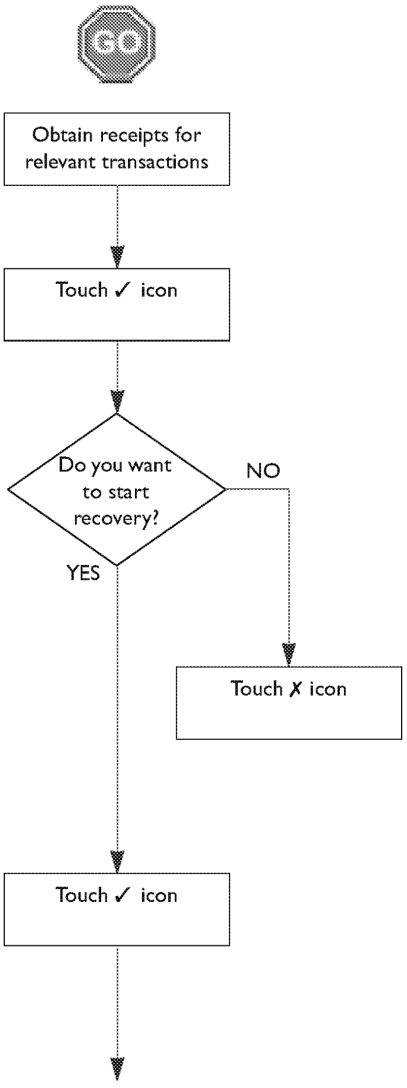
These procedures describe recovery as invoked by the Horizon system. To invoke recovery yourself, for example if you have performed fallback transactions, wish to perform session recovery, or are instructed by the system to perform disaster recovery, select the AP Recovery option by touching the Desktop, Transactions and AP Recovery icons in sequence.

9.1 Session recovery

Use this procedure when you need to carry out session recovery to recover Automated Payment transactions partially recorded on the system when the failure occurred.

When you log on after a system failure, the Automated Payment (AP) Recovery screen will be displayed with a message telling you to 'recover outstanding AP transactions for any system receipts beginning nn' (where nn = the node ID number).

For example: If the system displays the number '05', obtain receipts that have a serial number beginning with '05', e.g. '05-00135'



- Obtain the receipts produced by the counter printer for the relevant AP transactions and any manual receipts produced as a result of printer failure.

- Touch the ✓ icon to acknowledge the message

- Decide whether you want to start recovery now

  Although session recovery is mandatory, it may be postponed to a more convenient time. However, it is strongly recommended that session recovery is performed as soon as possible.

  If you do not want to start recovery now:

  - Touch the ✗ icon to end session recovery.

  If you decide to postpone session recovery, you will be prompted to carry out disaster recovery unless this has already been done or you have confirmed that it does not need to be done. In this case you will be prompted to carry out fallback recovery.

- Touch the ✓ icon

  The system will display details of a transaction that did not complete properly.

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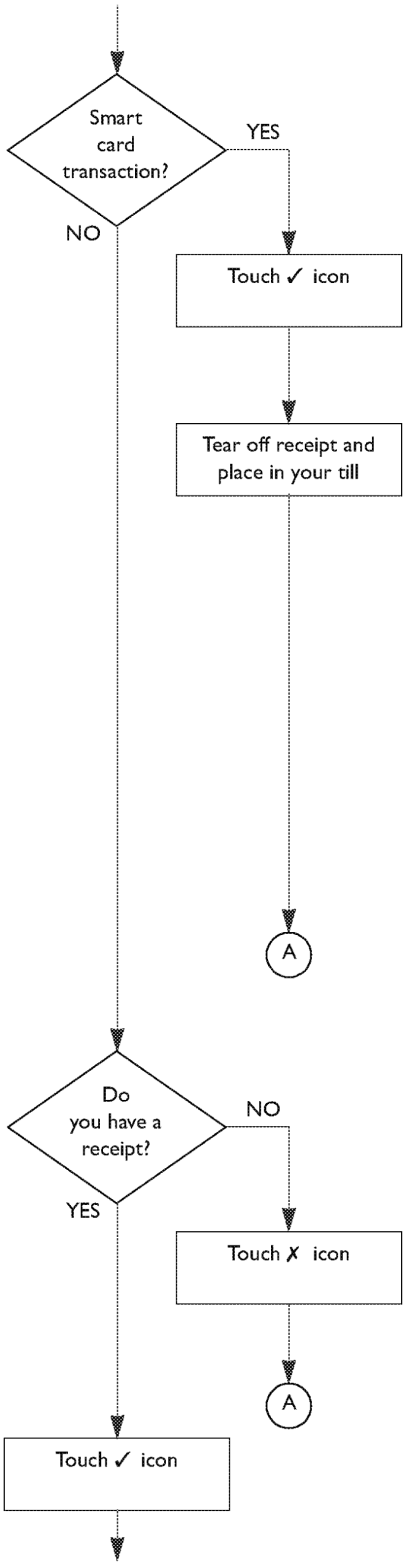
Automated Payments



- Decide whether it is a smart card transaction

If it is a smart card transaction

- Touch the ✓ icon

The system will print a receipt for the transaction.

- Tear off the receipt, associate it with the original receipt and place it in your till

Please note: If the amounts on the original and the recovery receipts do not agree, enter the transaction as an AP Smart receipt (PLU 850), bundle the receipts together and despatch them immediately by special delivery to:

The Exceptions Duty
Automated Payments Unit
Transaction Processing
No1 Future Walk
West Bars
Chesterfield
S49 1PF

- Go to 'A' on page 56.

If this is a bar-coded document or magnetic card transaction the system will ask you if you have a receipt for the transaction.

- Decide whether you have a receipt for the transaction

If you do not have a receipt for the transaction:

- Touch the ✗ icon

Please note: The recovery of this transaction is abandoned and therefore not recovered.

- Go to 'A' on page 56.

- Touch the ✓ icon to print a receipt

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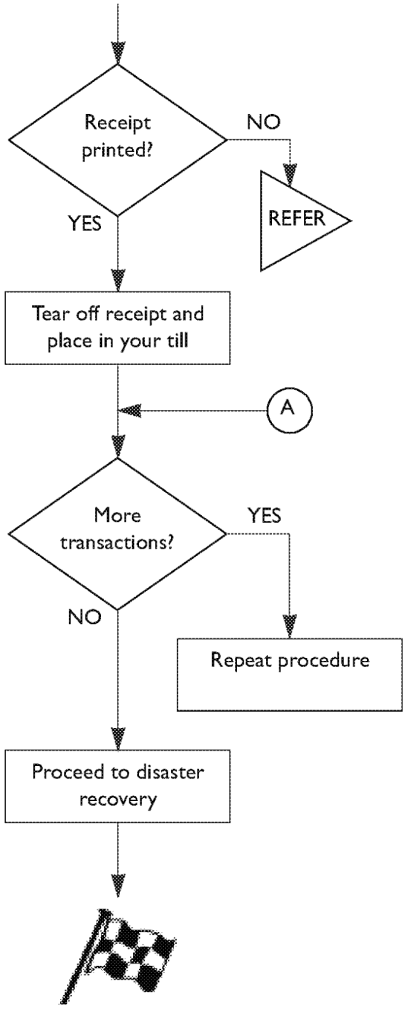
Automated Payments



- Check that the receipt has printed

  For information on reprinting receipts, see subsection 6; Reprinting an Automated Payments transaction receipt.

- Tear off the receipt, associate it with the original receipt and place it in your till.

- Examine the screen to see if the system is aware of any more AP transactions requiring session recovery

  If the system is aware of more transactions:

  - Repeat the procedure from the flowchart box 'Smart card transaction?' on page 55.

- Proceed to disaster recovery, see paragraph 9.2; page 57.

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Automated Payments

9.2 Disaster Recovery

Use this procedure to determine if the system needs to recover from a failure that resulted in the loss of important data.

This procedure is normally performed at the first logon, after the desktop menu has loaded.

If it is necessary to perform disaster recovery, then it **must** be performed and cannot be postponed. It is not necessary to have completed any outstanding session recovery before performing disaster recovery, though it is advisable.

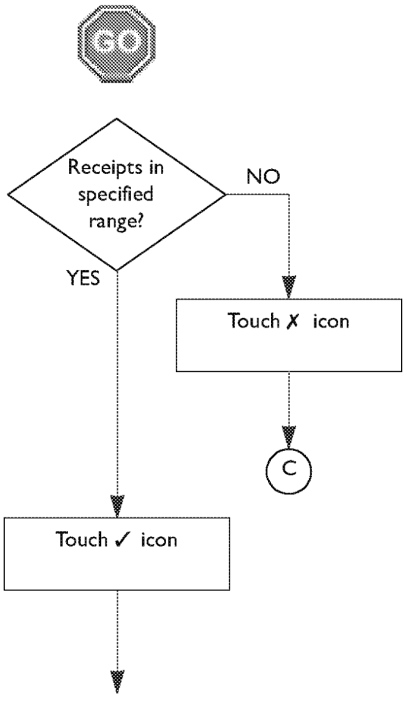
The location of the information that needs to be entered is shown on the examples of receipts in paragraph 5.1; page 37.

The checksum on the receipt provides a check that the data is entered correctly.

If a magnetic card or bar coded bill transaction cannot be recovered because it has an incorrectly completed or incorrect manual receipt the transaction must be entered using manual fallback recovery, see paragraph 9.3; page 63. Smart cards cannot be entered on the system in this instance. To deal with smart card transactions:

- Enter the transaction as an AP Smart receipt (PLU580)
- Bundle the receipts together and despatch them by special delivery to:

  The Exceptions Duty
  Automated Payments Unit
  Transaction Processing
  No1 Future Walk
  West Bars
  Chesterfield
  S49 1PF



When you perform the first logon at a node after a system failure the system will display a message asking if you have any receipts for unrecovered transactions performed on this node after a given time.

- Decide whether you have any receipts in the range specified by the system

If there are no receipts in this range:

- Touch the ✗ icon
- Go to 'C' on page 61.

- Touch the ✓ icon

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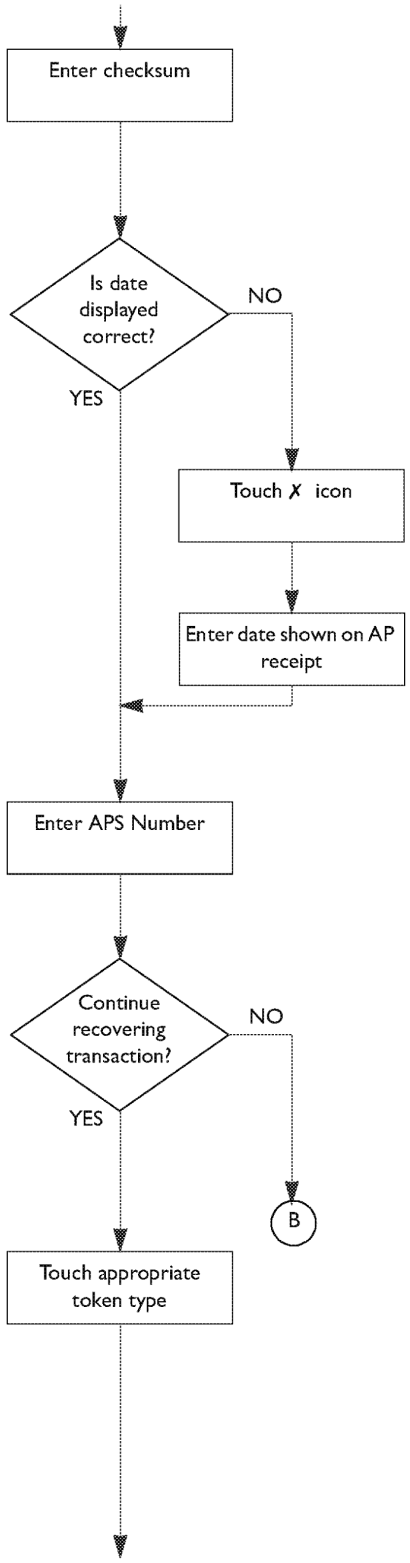

- Enter the checksum from any of the AP receipts to be recovered

  Please note: If the checksum you enter is not accepted, touch the ✓ icon and re-enter the checksum.

  The system will display the AP Recovery process Date Screen.

- Examine the screen to see whether the displayed default date is the same as the date of the AP transaction

  If the date is incorrect:

  - Touch the ✗ icon

  - Enter the date shown on the AP receipt.

  Please note: If the date you entered is not accepted, re-enter the date on the displayed AP Date Incorrect screen, then touch the ✓ icon. If the date is still not accepted enter today's date.

- Enter the APS Number from the AP transaction receipt

  Please note: If the APS number you enter is not accepted because of an error, touch the ✓ icon and re-enter the number.

- Decide whether you need to continue recovering the transaction through disaster recovery

  If you do not need to continue recovering this transaction:

  - Go to 'B' on page 61.

- On the Token Type screen, touch the appropriate token type

  Please note: On the receipt the abbreviation BC denotes bar-code and the abbreviation MC denotes Magnetic Card. The abbreviations QM, SPM and WC are for Smart Cards.

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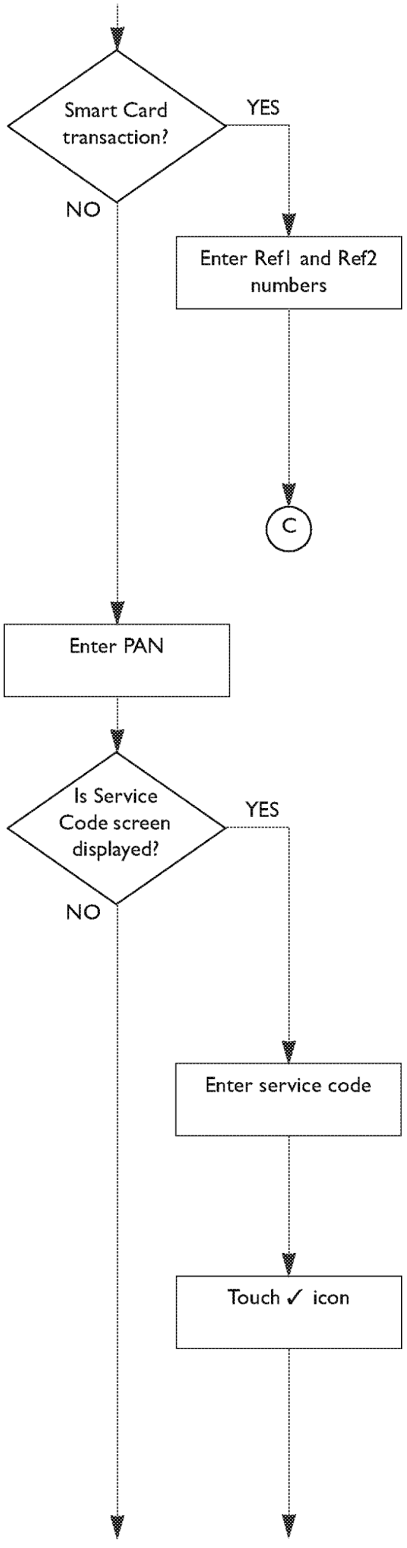

- Decide whether you are carrying out a Smart Card transaction

If you are carrying out a Smart Card transaction:

- Enter the Ref1 and Ref2 numbers as shown on the receipt using either:
  - the keyboard
  - the on-screen number pad

Please note: If the numbers you enter are not accepted, touch the ✓ icon and re-enter the Ref1 and Ref2 numbers.

- Go to 'C' on page 61.

If you are carrying out bar-coded or magnetic swipe card transactions:

- Enter the PAN (shown as Ref) from the receipt using either:
  - the keyboard
  - the on-screen number pad
- Examine the screen to see whether the Service Code screen is displayed

Please note: If the service code is not included in the Primary Account Number (PAN), the Service Code screen will be displayed.

If the Service Code screen is displayed:

- Enter the service code

The service code is shown on the receipt and may contain up to four digits.
If the service code is less than four digits, enter one or more zeros, as appropriate, before the digit (e.g. 24 must be entered as 0024).

- Touch the ✓ icon

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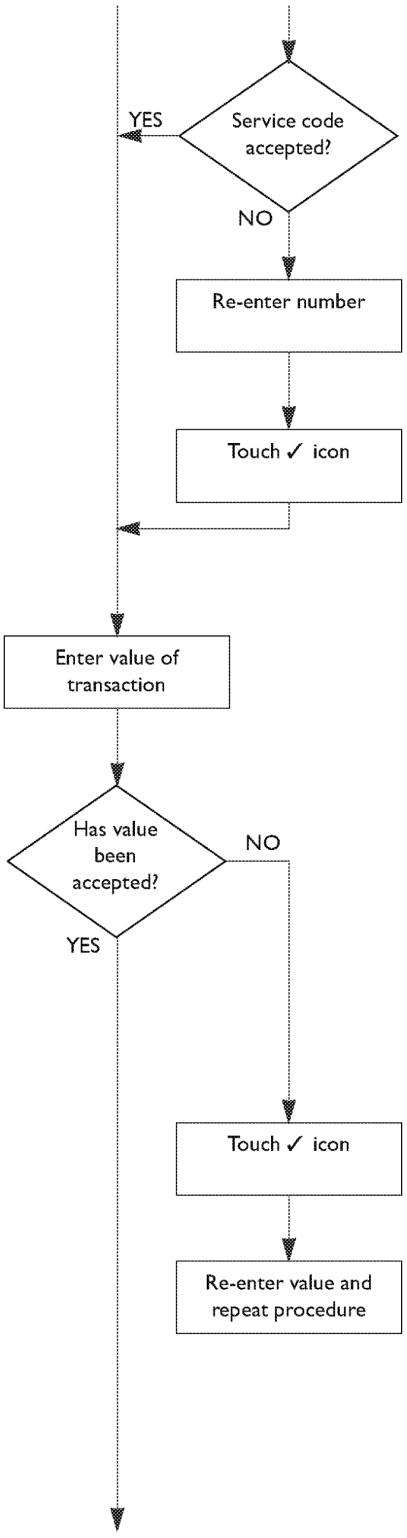

- Check whether the service code has been accepted

If the service code has not been accepted:

- Re-enter the number

- Touch the ✓ icon.

Please note: If the service code is still not accepted, contact the Horizon System Helpdesk, see Office Administration; Miscellaneous; Help Desks.

- Enter the value of the transaction using either:
  - the keyboard
  - the on-screen number pad

- Examine the screen to see whether the transaction value has been accepted

Please note: If the value you have entered does not agree with what the system was expecting, the system tells you that you have entered invalid data.

If the transaction value has not been accepted:

- Touch ✓ icon

- Re-enter the value and repeat the procedure from 'Has value been accepted?' on page 60.

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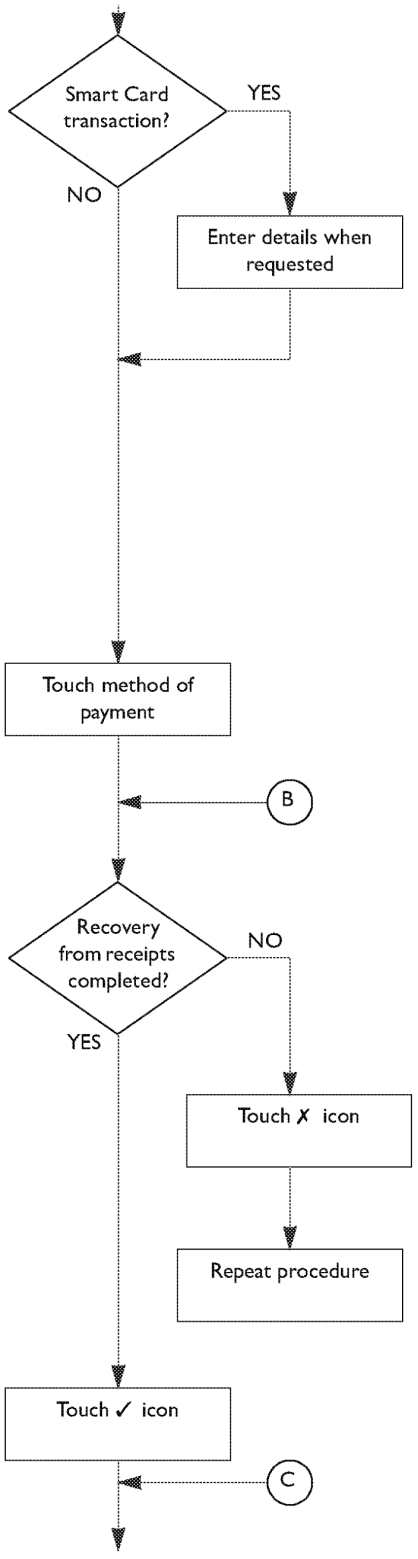

- Decide whether this is a Smart Card transaction

If this is a Smart Card transaction:

- Enter the details when requested using either:
  - the keyboard
  - the on-screen number pad

Please note: For a QM card the Timestamp, Region and Credit on Card should be entered. For an SPM card the Meter Number, Region and Volume on Card should be entered. For a WC card the Meter Number and Credit on Card should be entered.
If the smart card information you enter is not accepted, touch the ✓ icon and re-enter the information.

- On the Method of Payment screen, touch the appropriate method of payment

Please note: The system prints a receipt which should be retained.

- Decide whether you have completed the recovery of unrecovered AP transactions using the information from printed receipts

If you have not completed the recovery:

- Touch the ✗ icon

- Repeat the procedure for the next receipt to be recovered from the flow chart box 'Enter checksum' on page 58.

- Touch the ✓ icon

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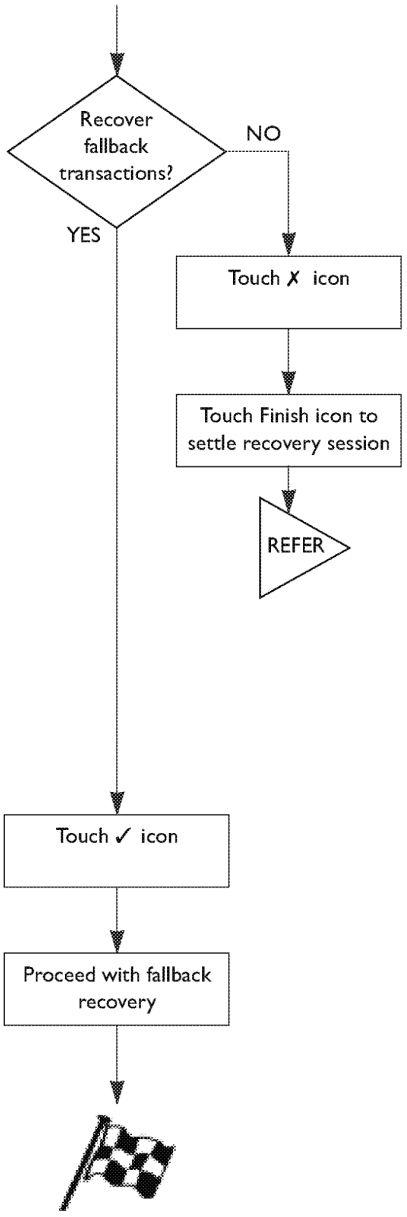
Automated Payments



- Decide whether you want to start recovering fallback transactions now

If you do not want to start recovering fallback transactions now:

- Touch the ✗ icon

- Touch the Finish icon to settle the recovery session.

For information on settling transactions, see subsection 12; Settling transactions.

Please note: When you decide to start entering fallback transactions, select the AP Recovery option by touching the Desktop, Transactions and AP Recovery icons in sequence. Then continue with the procedure from paragraph 9.3; page 63.

- Touch the ✓ icon on the Fallback screen

- Proceed with fallback recovery see paragraph 9.3; page 63.

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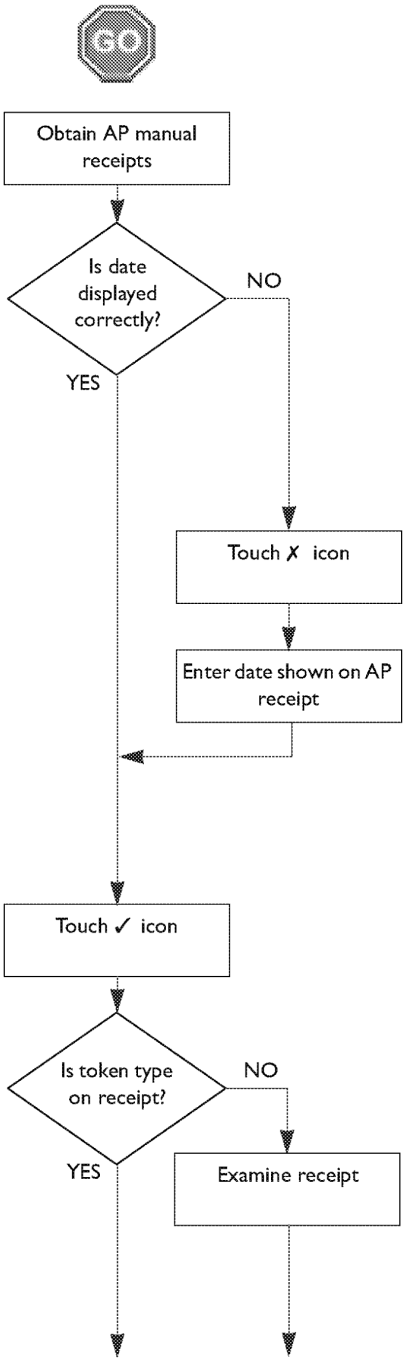
Automated Payments

9.3 Fallback Recovery

Use this procedure when you need to record on the Horizon system details of AP transactions performed manually while the system was unavailable.

Please note: It is not necessary to have completed any session recovery before performing fallback recovery, although it is advisable.



- Obtain the AP receipts produced manually while the system was unavailable

- Examine the screen to see whether the default date shown on the Date screen of the Fallback Process is correct for the AP transaction

  If the receipt is not dated or is unreadable, or if an error was made, touch the ✓ icon to accept the default date.

  If the date shown is not correct

  - Touch the ✗ icon

  - Enter the date shown on the AP receipt.

  Please note: If the date you entered is not accepted, re-enter the date on the displayed AP Date Incorrect screen, and then touch the ✓ icon. If the date is still not accepted enter today's date.

- Touch the ✓ icon

- Examine the receipt to see if the token type is recorded on it

  If the token type is not recorded on the receipt:

  - Examine the receipt to try to identify the token type

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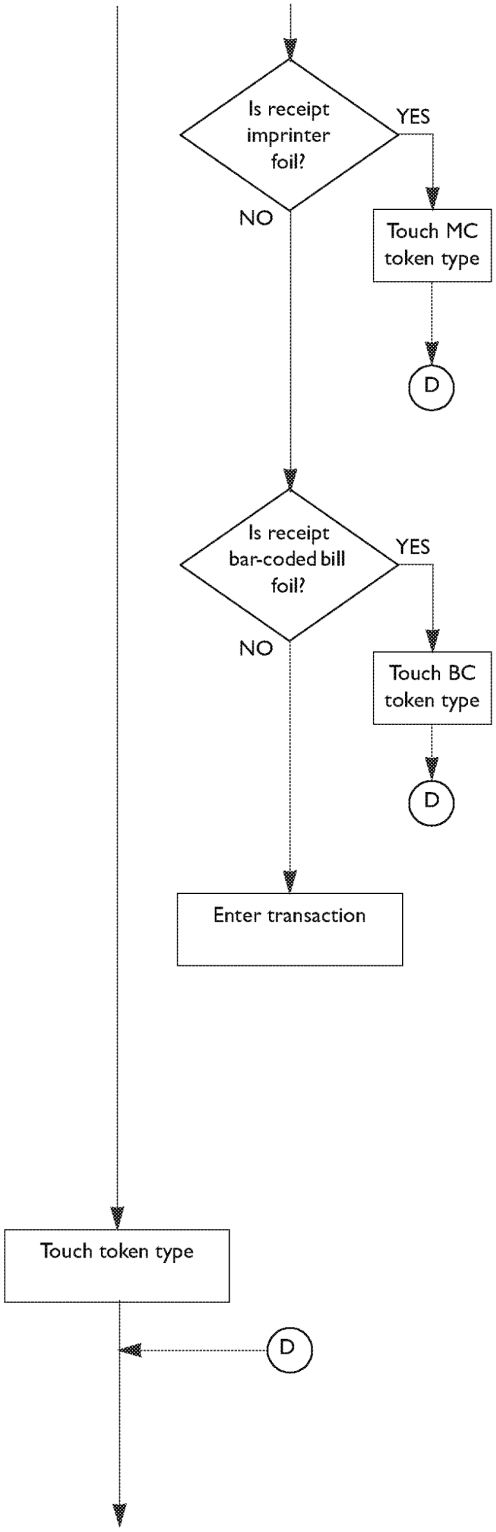

- Decide whether the receipt is an imprinter foil.

If the receipt is an imprinter foil:

- Touch the MC (magnetic card) token type

- Go to 'D' on page 64.

- Decide whether the receipt is a miscellaneous receipt P1091L or a bar-coded bill foil

If the receipt is a bar-coded bill foil:

- Touch the BC (bar-code) token type

- Go to 'D' on page 64.

If you are unable to identify the token type:

- Enter the transaction as an AP receipt (PLU241). Bundle up the receipt and despatch immediately by special delivery to:

  The Exceptions Duty
  Automated Payments Unit
  Transaction Processing
  No 1 Future Walk
  West Bars
  Chesterfield
  S49 1PF

- Touch the token type (as shown on the receipt) on the left hand side of the screen

Please note: On the receipt the letters BC denote bar-code and MC denote Magnetic Card.

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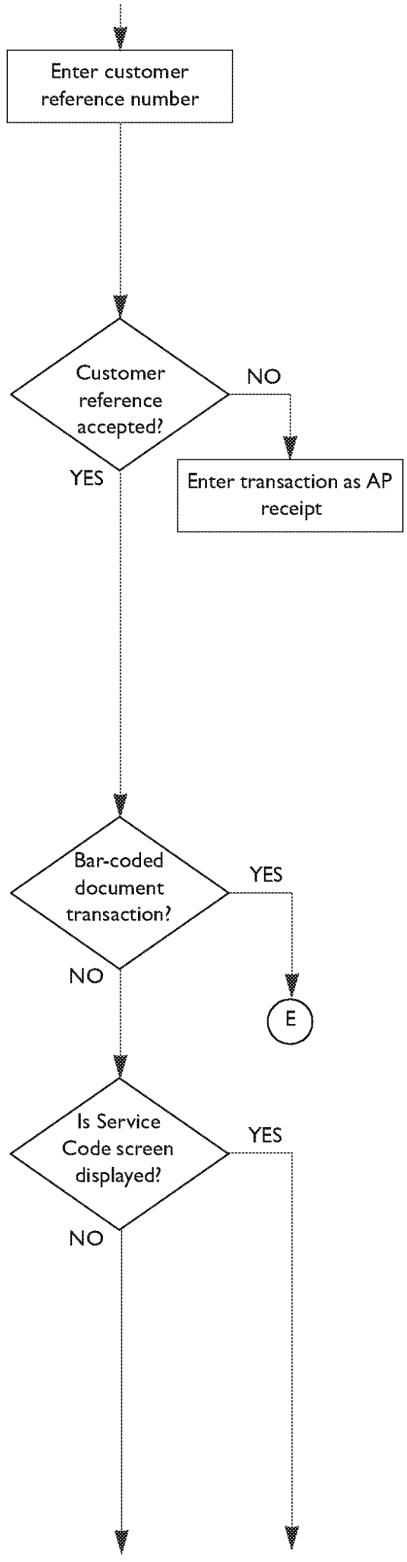

- Enter the customer reference number from the receipt using either:
  - the keyboard
  - the on-screen number pad

  Please note: If you enter an invalid number, touch the ✓ icon to acknowledge the message, then enter the correct number.

- Check whether the reference has been accepted

  If the reference has not been accepted:

  - Enter the transaction as an AP receipt (PLU241)

  Please note: The receipt must be bundled up and must be despatched immediately by special delivery to:

  The Exceptions Duty
  Automated Payments Unit
  Transaction Processing
  No 1 Future Walk
  West Bars
  Chesterfield
  S49 1PF

- Decide whether you are carrying out a bar-coded document transaction

  If you are carrying out a bar-coded document transaction:

  - Go to 'E' on page 66.

- Examine the screen to see whether the Service Code screen is displayed

  Please note: If the service code is not included in the Primary Account Number (PAN), the Service Code screen is displayed.

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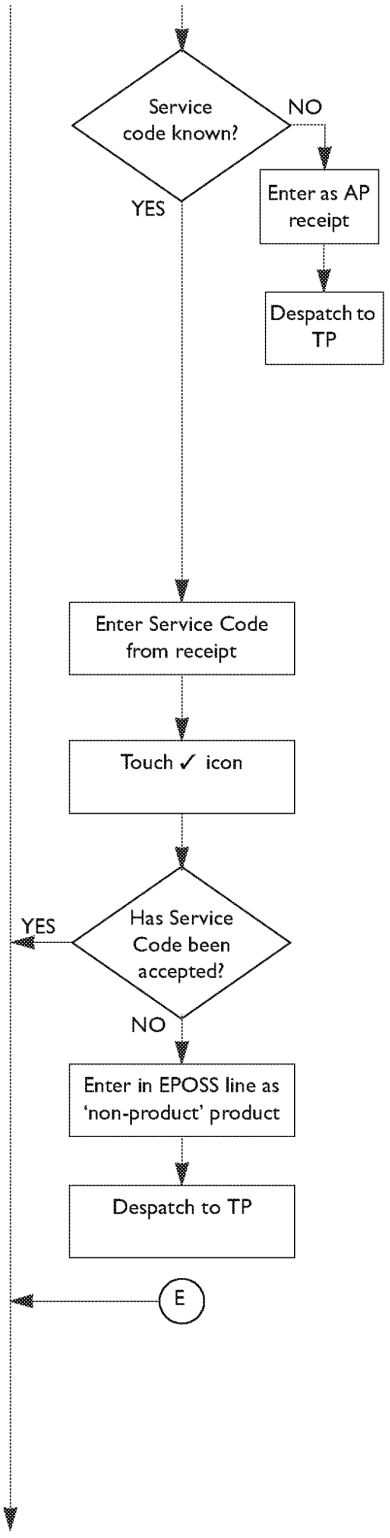

If the Service Code screen is displayed:

- Decide whether you know the Service Code.

If you do not know the Service Code:

- Enter the transaction as an AP receipt (PLU241)

- Bundle up the receipt and despatch immediately by special delivery to:

  The Exceptions Duty
  Automated Payments Unit
  Transaction Processing
  No 1 Future Walk
  West Bars
  Chesterfield
  S49 1PF

- Enter the Service Code as shown on the receipt

- Touch the ✓ icon

- Check whether the Service Code has been accepted.

If the Service Code has not been accepted:

- Enter the transaction as an AP receipt (PLU241)

- Bundle up the receipt and despatch immediately by special delivery to:

  The Exceptions Duty
  Automated Payments Unit
  Transaction Processing
  No 1 Future Walk
  West Bars
  Chesterfield
  S49 1PF

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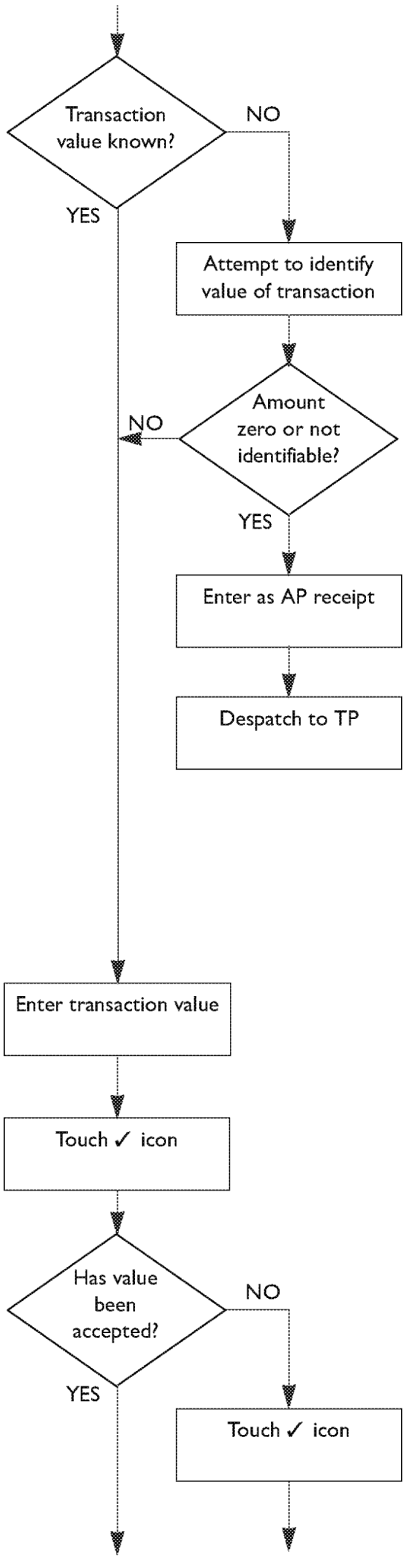

- Decide whether you know the value of the transaction

If you do not know the value of the transaction:

- Attempt to identify the value of the transaction

Please note: You may contact the customer if possible, or try to associate the amount with a payment method, e.g. a cheque.

- Decide whether the amount is zero or not identifiable

If the amount is zero or not identifiable:

- Enter the transaction as an AP receipt (PLU241)

- Bundle up the receipt and despatch immediately by special delivery to:

  The Exceptions Duty
  Automated Payments Unit
  Transaction Processing
  No 1 Future Walk
  West Bars
  Chesterfield
  S49 1PF

- Enter the value of the transaction using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon

- Examine the screen to see whether the transaction value has been accepted

If the transaction value has not been accepted:

- Touch the ✓ icon

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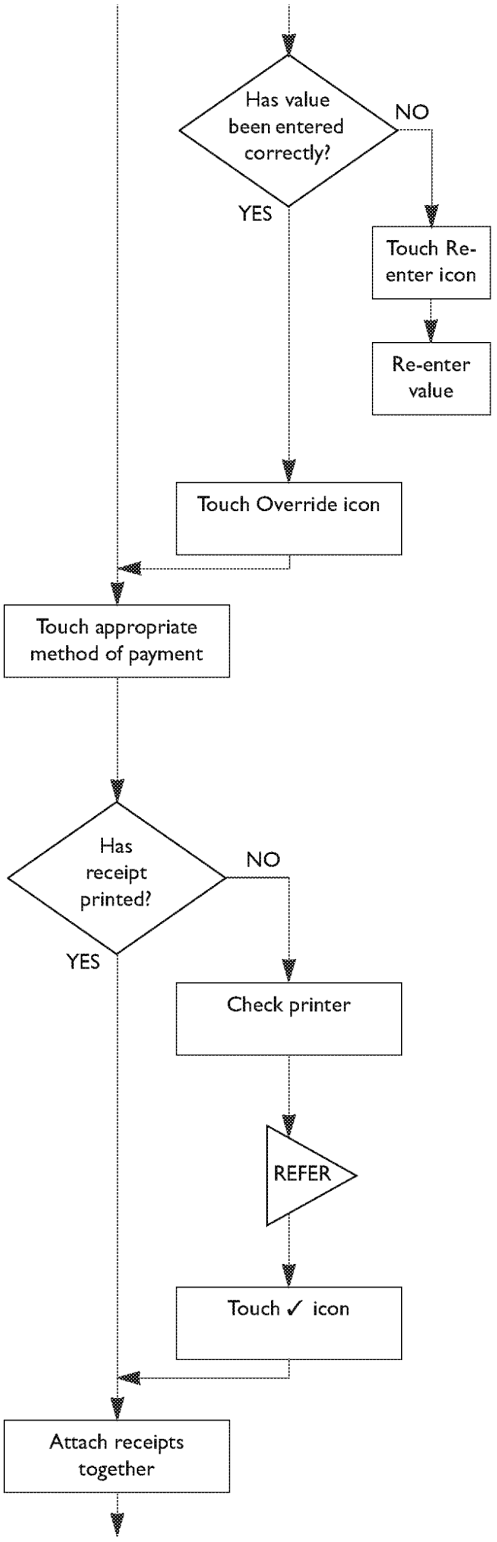

- Check if the value has been entered correctly

If the value has not been entered correctly:

- Touch the Re-enter icon

- Re-enter the value and repeat the procedure from 'Has value been accepted?' on page 67

If the value is entered correctly:

- Touch the Override icon.

- On the Method of Payment screen, touch the appropriate method of payment

  Please note: If the method of payment is not known, touch the Cash icon. If the Cash icon is not available, select an appropriate method of payment.

- Check whether a receipt has printed

If a receipt has not printed:

- Check the printer

For information on dealing with printer failures, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the ✓ icon.

- Attach the single copy receipt to the manual fallback transaction receipt.

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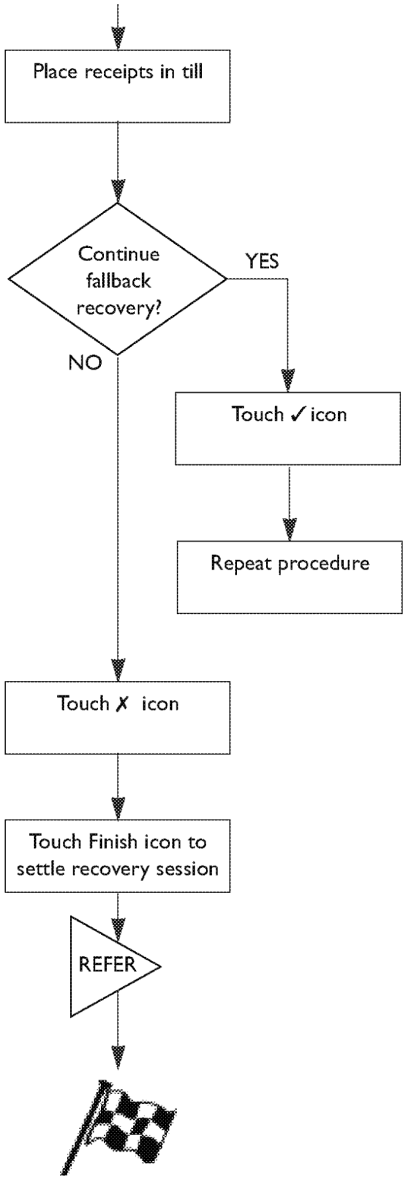

- Place the receipts in your till

- Decide whether you wish to continue fallback recovery

  If you do wish to continue fallback recovery:

  - Touch the ✓ icon

  - Repeat the procedure from the flow chart box 'Is date displayed correctly?' on page 63.

- Touch the ✗ icon

- Touch the Finish icon to settle the recovery session.

  For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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10 Automated Payments 'Out of Hours' Transactions

This procedure describes the accounting procedure for Automated Payment transactions performed outside of the agreed post office opening hours ('Out of Hours' transactions).

To simplify the transaction and to assist in balancing and cash account preparation all Out of Hours transactions must be performed using a separate and easily identifiable stock unit specially created for this purpose, the Out of Hours ('OOH') stock unit. For information on creating a stock unit, see Office Administration; Stock unit administration; Creating a stock unit.

The procedure for dealing with Out of Hours transactions on the Horizon system will depend on whether you have permission to use the post office area outside the agreed post office opening hours.

10.1 Offices with access to the Horizon system outside of the agreed post office hours

Please remember: Bar-coded bill payment, magnetic card payments and smart card payments must be recorded on the Horizon System at the time of the transaction.

Transactions accepted on days other than the day of the office balance

- Perform bar-coded bill payment, Magnetic card payment and smart card payment transactions on the Horizon system as normal, using the OOH stock unit.

Transactions accepted on the day of the office balance

- Balance all stock units except for the OOH stock unit and roll them into the next Cash Account Period (CAP), as normal, see Balancing booklet.

Once these stock units have been rolled into the next CAP, they will be available for use on the next working day, even if the Cash Account has not been produced.

Please note: The OOH stock unit must be kept in the current CAP for recording Out of Hours transactions.

- Perform bar-coded bill payment, Magnetic card payment and smart card payment transactions on the Horizon system as normal, using the OOH stock unit.

When all the 'Out of Hours' transactions have been performed on the Horizon system:

- balance the OOH stock unit and roll it into the next CAP as normal.
- proceed with the Cash Account, see Balancing booklet.

10.2 Office with no access to the Horizon system outside of the agreed post office hours

If you do not have access to the post office secure area outside normal post office hours

- complete Magnetic card payments on an imprinter at the time of the transaction† See (i) below

i. See Counters Operations Manual; Automated Payments booklet 1; Imprinters; General information

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Automated Payments

- enter them as individual transactions onto the Horizon system during the next period of post office operation.

Please remember: Bar-coded bill payment and smart card payment transactions cannot be undertaken Out of Hours.

- Keep all payments and the supporting documentation accepted for 'Out of Hours' transactions separate to the money accepted for your private business in a secure place until the next period of post office operation.

Transactions accepted on days other than the day of the office balance

- Perform Magnetic card payments transactions on the imprinter at the time of the transaction† See (i) below
- Enter the transactions as manual AP transactions on the Horizon system during the next period of post office operation, using the OOH stock unit, see subsection 4; Automated Payments manual procedure.

Transactions accepted on the day of the office balance

- Balance all stock units, including the OOH stock unit, and roll them into the next CAP as normal, see Balancing booklet.
- Proceed with the Cash Account.
- Perform Magnetic card payments transactions on the imprinter at the time of the transaction† See (i) below.
- Enter the transactions as manual AP transactions on the Horizon system on the next working day, using the OOH stock unit, see subsection 4; Automated Payments manual procedure.

Please note: 'Out of Hours' transactions which are accepted on office balancing day must be entered onto the Horizon system using the OOH stock unit after it has been balanced and rolled into the next CAP, on the next working day.

- Attach manual imprinter receipts to the printed Horizon receipts and keep them for two years.

Please note: Imprinter receipts must NOT be despatched to Data Central.

Associate all payments accepted for these products with the 'Out of Hours' stock unit.

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i. See Counters Operations Manual; Automated Payments booklet 1; Imprinters; General information

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Introduction

This booklet contains information about OBCS and non-OBCS Pension and Allowances (NI), Bureau De Change, Receipt Transactions and Payment Transactions.

Information about settling transactions, printing receipts, pre-purchase and non value transactions, local schemes, cashing other banks' cheques, discounting retail items and recovery if the system fails is contained in the Transactions - Serve Customer - Part three booklet.

The non-OBCS Pension and Allowances (NI) section of this booklet covers all pension and allowances for Northern Ireland. This section of the guide includes issuing milk tokens, cashing DHSS Girocheques, encashing benefit when the Horizon System in unavailable and encashing an order book.

You should also use this section if you are an OBCS office encashing a non-OBCS pension or allowance foil.

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OBCS Pension & Allowances

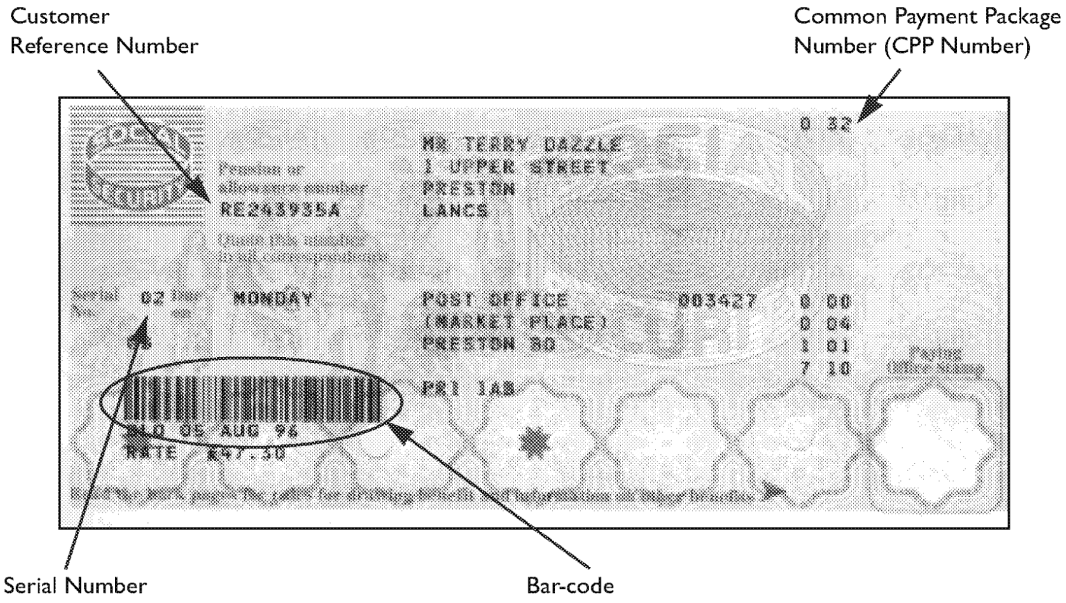
1 General information - Order Book Control Service

The Order Book Control Service (OBCS) is the system for checking bar-coded order books (see illustration below) against a system stop list as a fraud prevention measure.

The stop notice is used to determine whether a payment should be made or restricted in some way. It also provides a check on the status of order books on receipt in the office and when they are issued to customers.

Redirection also provides an audit trail for the movement of order books from one office to another.

OBCS uses the Electronic Point of Sale (EPOSS) for other customer service functions and as the interface for benefit accounting requirements.



You scan the bar code on the front cover of an order book:

- when you receive the book in your office
- when you issue the book to the payee
- whe the customer presents the book for payment

The Horizon system then checks the system stop and recall notices and advises you if a payment is to be made, if it is to be restricted in some way, or if the book is to be impounded.

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The possible messages are:

- Encash (pay valid foils as requested by the customer)
- Recall (pay valid foils either up to and including a specific date **or** one valid foil and impound the order book)
- Impound (impound the order book without payment)

Please note: Since some counterfeit order books may pass the Horizon system validation rules you must perform manual checks of books, in conjunction with the system checks, to ensure that books are valid. For information about validating order books† See (i) below

1.1 Horizon System Helpdesk - OBCS validation service

An OBCS validation service is provided by the Horizon System Helpdesk. Use this for validating bar-coded order books during a period of system failure. The Horizon System Helpdesk should be contacted during an encashment transaction:

- if the Horizon system has failed and is not available for use or
- where a Network failure message is displayed.

and

for local books:

Where the current or previous week's system stoplist is not available, another cannot be printed and the total value of the encashment exceeds £200.

for foreign books:

Where more than one foreign book is presented or the total value of encashment exceeds £200.

When contacting the Horizon System Helpdesk you will need to provide the following order book details:

- Customer reference number
- Order book serial number
- CPP number

If the book is not on the printed stoplist and/ or has been validated by the Horizon System Helpdesk but you are still suspicious, contact your local BA Sector Fraud Validation line.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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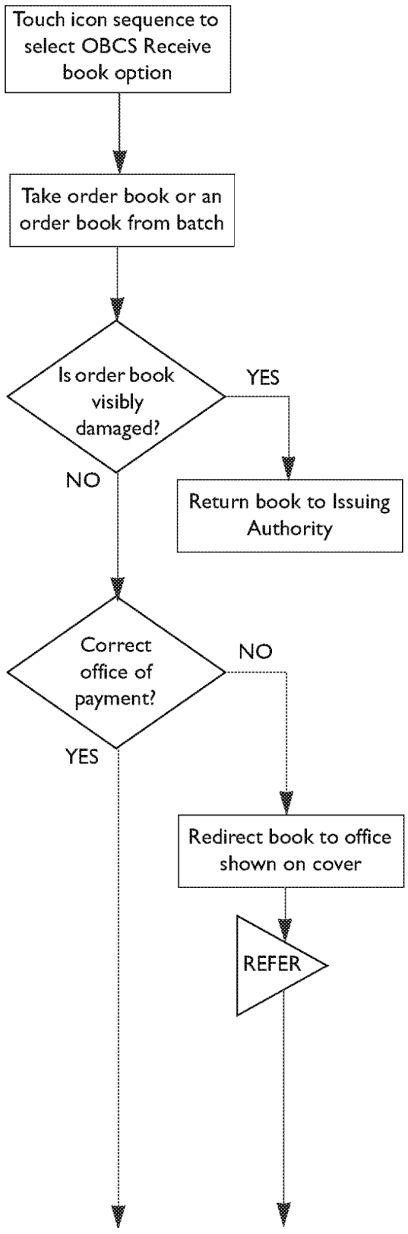
OBCS Pension & Allowances

2 Receiving bar-coded order books in your office

Please note: You will receive bar-coded books across the counter by post or delivery agent.

When you receive a bar-coded order book or a batch of bar-coded order books in your office:



- Select the OBCS Receive book option by touching the following sequence of icons:
  - Token Mgmnt
  - Receive Book
- Take the order book or an order book from the batch
- Check the order book for damage† See (i) below

If the book is torn or defaced in any way

- Return the book to the Issuing Authority with a covering letter

- Check that your office of payment is printed on the front cover

If the office of payment on the front cover is not your office:

- Redirect the book to the office shown on the book cover.

For information on redirecting bar-coded order books to another post office, see subsection 3; Redirecting bar-coded order books to another office.

Please note: Do not scan books with an incorrect office of payment as received at your office. If you accidentally scan a misdirected book, see subsection 3; Redirecting bar-coded order books to

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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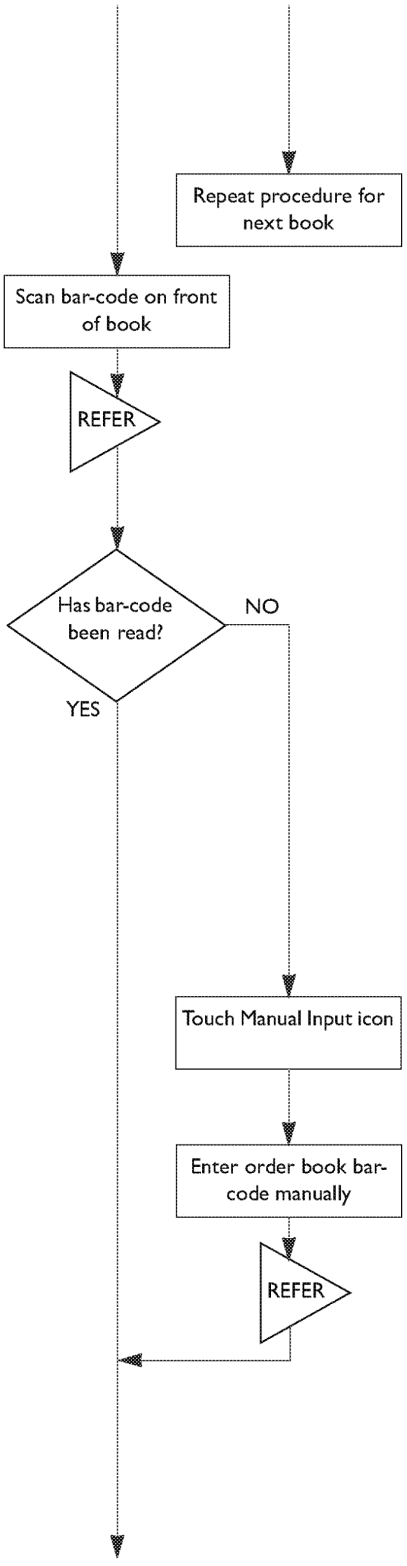

another office.
If the right office of payment is shown on the book cover, but the office address details are incorrect, amend the address so that it is shown correctly.

- Repeat this procedure from the flow-chart box 'Take order book or an order book from batch' on page 3.

- Scan the bar-code on the front of the order book.

For information on scanning a bar-code, see Office Administration; Equipment information and maintenance; Counter equipment.

Please note: When the bar-code is read successfully, the Horizon system will beep.

- Check to see whether the bar-code has been read successfully

Please note: You should make up to three attempts to scan the bar-code successfully. If the barcode reader is not working, you must report the fault as soon as posible, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

If the bar-code has not been scanned after three attempts:

- Touch the Manual Input icon

- Enter the order book bar-code information manually.

For information on entering bar-code information manually, see subsection 11; Entering order book information manually.

Please note: It is important that you record whether it is the bar-code or the bar-code reader that has failed, as this determines whether the book should be impounded.

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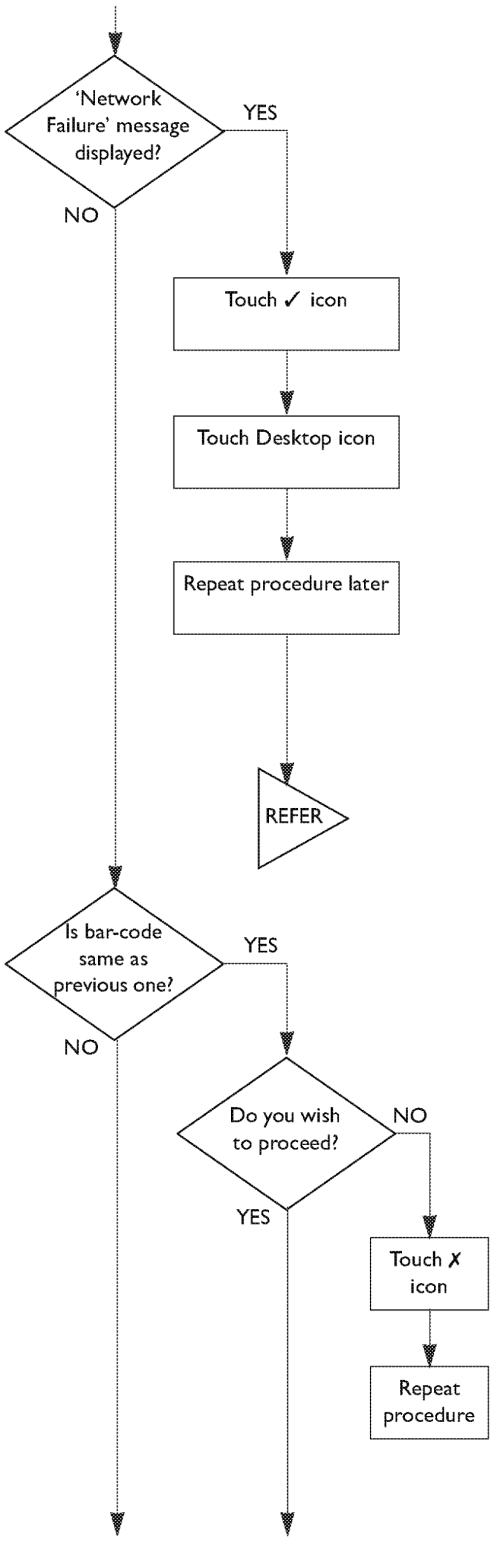
OBCS Pension & Allowances



- Examine the screen to see whether the system displays a message advising that it is unable to receive order books on the Horizon System at the moment due to Network failure.

If this message is displayed:

- Touch the ✓ icon

- Touch Desktop icon to return to the Desktop

- Receive the bar-coded order books into your office later

Please note: You cannot carry out receipt of books whilst the system is unable to contact the central system due to network failure.

If you need to issue an order book before you are able to receive it onto the system, see subsection 9; OBCS during system failure (Follow the procedure from flow-chart box 'Are you issuing a book?').

- Examine the screen to see whether the system displays a message advising that the bar-code is the same as the previous one

If this message is displayed:

- Decide whether you wish to proceed with the transaction

If you have scanned the wrong bar code:

- Touch the ✗ icon if you wish to exit this transaction

- Repeat the procedure from the flow-chart box 'Take order book or an order book from batch' on page 3

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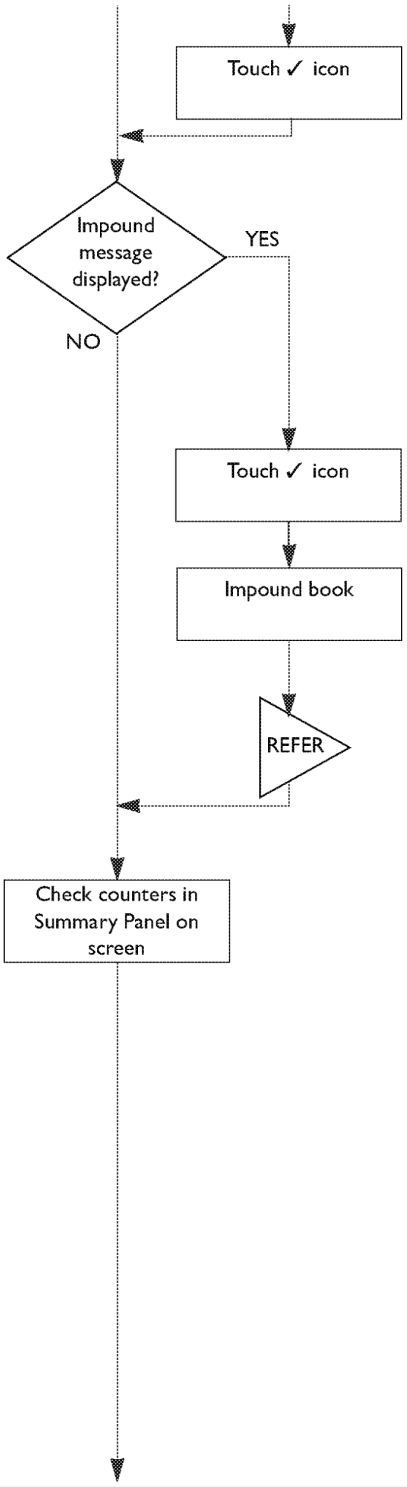
OBCS Pension & Allowances



- Touch the ✓ icon to proceed

The Horizon system will check that this book is valid for receipt into your office.

- Examine the screen to see whether an Impound message is displayed

If the screen displays an Impound message:

Either the bar-code is invalid or faulty, or the book is on a stoplist or recall notice.

- Touch the ✓ icon to acknowledge the message

The screen will display the OBCS Receive In screen.

- Impound the book

For infromation on impounding an order book† See (i) below

- Check the counters in the Summary Panel on the left hand side of the screen; these should have been incremented as follows:
  - if the bar-code has been read or entered manually due to bar-code reader failure and is valid (and the book is not on a stoplist or recall notice), the Horizon system will increment the **Scanned** total by 1
  - if the bar-code has been read or entered manually and is not valid, or is valid (and the book is on a stoplist or recall notice), the Horizon system will increment the **Impound** total by 1
  - if the bar-code is valid but the information was entered manually because the bar-code is faulty, the system will increment the **Unread** total by 1

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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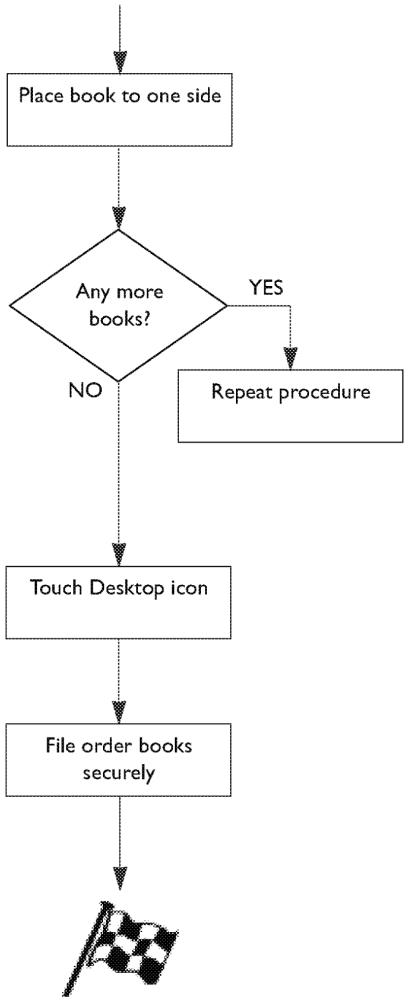
OBCS Pension & Allowances



When you have finished, the counter in the summary panel will provide the number of bar-coded order books received in the batch.

- Place the order book to one side

- Are there any more order books to be received?

  If there are more books to be received:

  - Repeat the procedure from the flow chart box 'Take order book or an order book from batch' on page 3.

- Touch the Desktop icon to return to the Desktop

- File the order books in a secure place† See (i) below

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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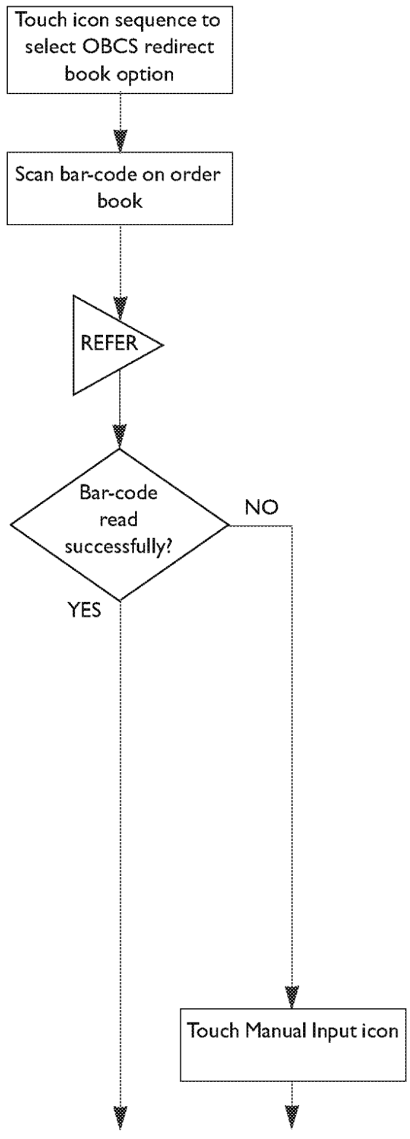
3 Redirecting bar-coded order books to another office

Use this procedure when you need to redirect an order book or a batch of order books after written instructions have been received from the Benefits Issuing Authority, or a request has been received from another post office on form P578, or if the book has been delivered to the wrong office.

Please note: If order books are returned to the Benefits Issuing Authority, they must not be redirected on the system.



- Select the OBCS Redirect Book option by touching the following sequence of icons:
  - Token Mgmnt
  - Redirect Book
- Scan the bar-code on the front of the order book

  For information on scanning bar-codes, see Office Administration; Equipment information and maintenance; Counter equipment.

  When the bar-code is read, the Horizon system will increment the scanned count by 1.
- Check whether the bar-code has been read successfully

  The bar-code reader will beep when the bar-code has been read successfully.

  Please note: You should make up to three attempts to scan the bar-code successfully. If the bar-code reader is not working, you must report the fault as soon as possible, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

If the bar-code has not been read after three attempts:

- Touch the Manual Input icon

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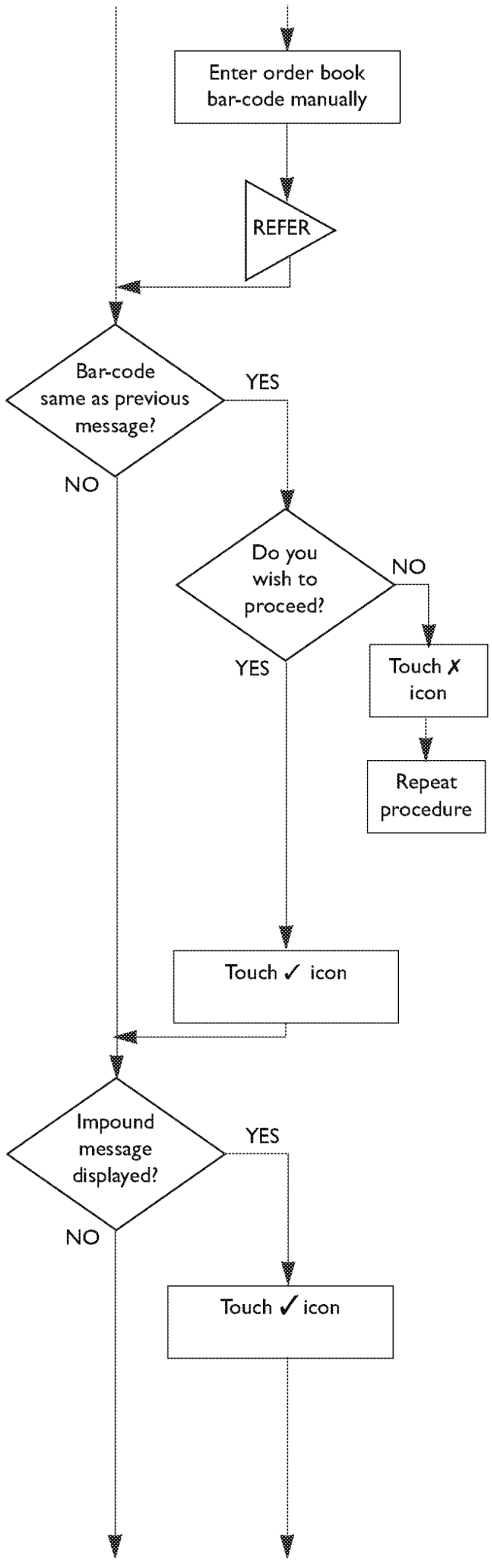

- Enter the order book bar-code information manually.

For information on entering bar-code order book information manually, see subsection 11; Entering order book information manually.

- Examine the screen to see whether the system displays a message advising that the bar-code is the same as the previous one

If this message is displayed:

- Check whether you wish to proceed.

If you do not wish to proceed:

- Touch the ✗ icon

- Repeat the procedure from the flow-chart box 'Scan bar-code on order book' on page 8, if applicable, or touch the Desktop icon to return to the Desktop.

If you do wish to proceed:

- Touch the ✓ icon

- Examine the screen to see whether an Impound message is displayed

If the screen displays an Impound message:

The bar-code is invalid or faulty.

- Touch the ✓ icon to acknowledge the message

The system will display the OBCS Redirect Out screen

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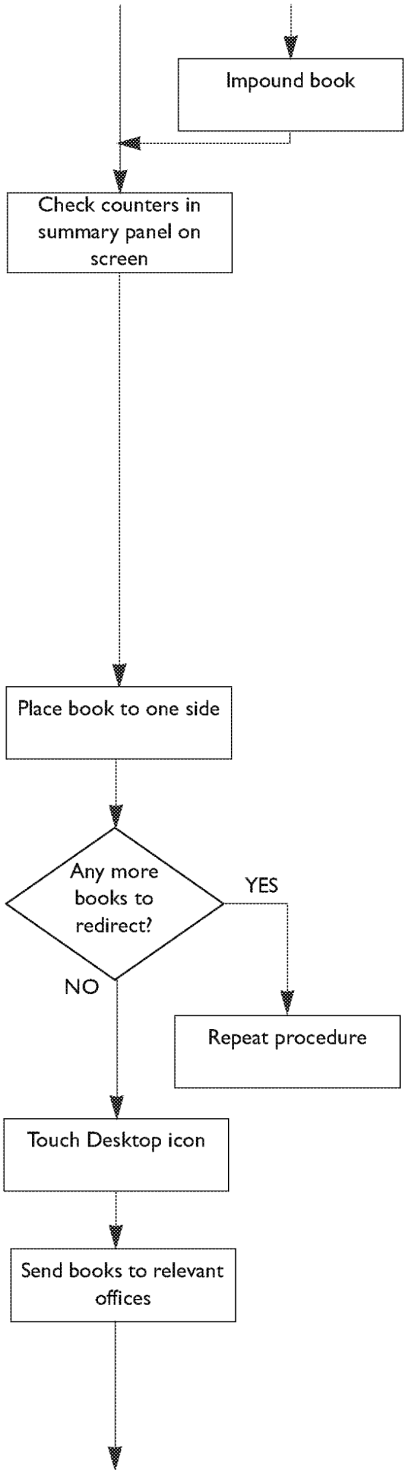
OBCS Pension & Allowances



- Impound the book † See (i) below

- Check the counters in the Summary panel on the left hand side of the screen. These should have been incremented as follows:
  - if the bar-code has been read or manually entered due to bar-code reader failure and is valid, the Horizon system will increment the **Scanned** total by 1
  - if the bar-code has been read and is not valid, or if the bar-code is valid but the information was entered manually because the bar-code is faulty, the Horizon system will increment the **Unread** total by 1

  When you have finished, the counter in the summary panel will provide the number of bar-coded order books redirected.

- Place the book to one side

- Check whether there are there any more books to be redirected

  If there is another order book to be redirected:

  - Repeat the procedure from the flow chart box 'Scan bar-code on order book' on page 8.

- Touch the Desktop icon

- Send each redirected book to the relevant office.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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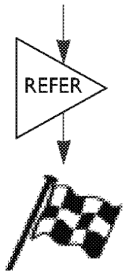

For information on order book redirection,
† See (i) below.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Receipt and recall of order books in your office

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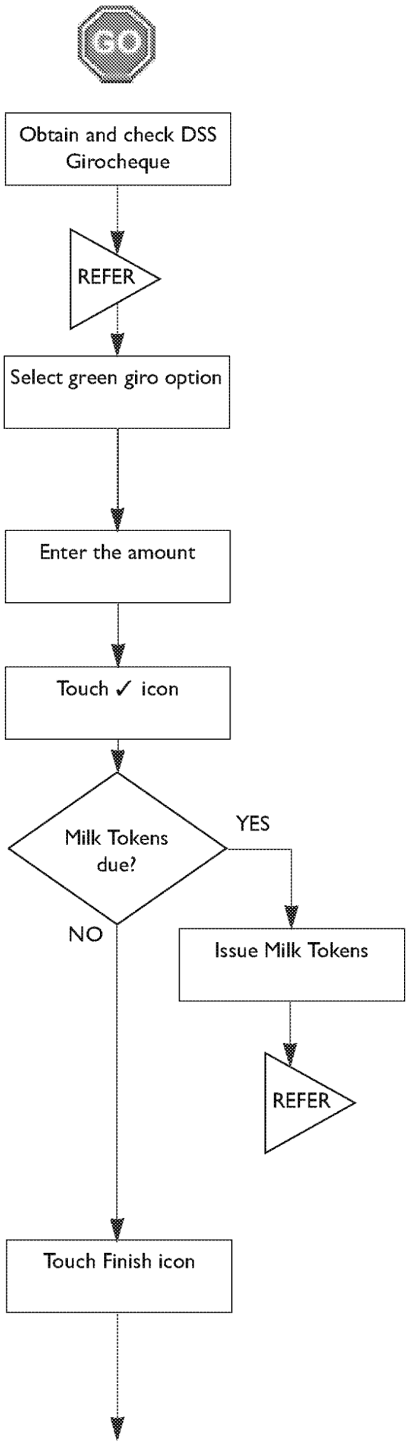
4 Cashing DSS Girocheques



When a customer presents a DSS Girocheque for encashment:

- Obtain the DSS Girocheque from the customer and make the usual checks

  For information on checking DSS Girocheques, † See (i) below

- Select the Green giro option by touching the following sequence of icons:
  - Transaction
  - Serve Customer
  - Green giro
- Enter the amount using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon

- Check whether Milk Tokens are due

  If Milk Tokens are due:

  - Issue Milk Tokens to the customer

  For information on the issue of Milk Tokens, see the illustration in subsection 5; Issuing Milk Tokens.

- Touch the Finish icon

i. See Counters Operations Manual; Benefits Agency booklet; DSS Girocheques

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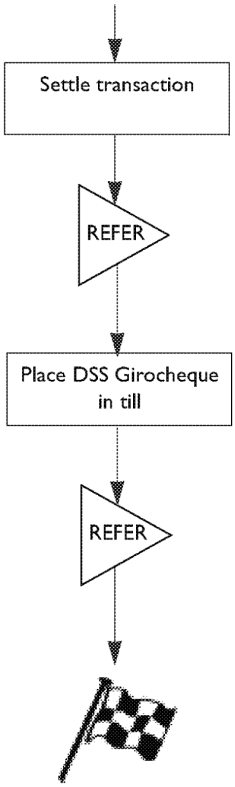
OBCS Pension & Allowances



- Settle the transaction

For infomation on settling a transaction, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

- Place the DSS Girocheque in your till.

For infomation on accounting of DSS Girocheques, † See (i) below.

For information on obtaining a weekly report of paid DSS Girocheques, see Reports; Weekly summaries; Producing a weekly office summary.

i. See Counters Operations Manual; Benefits Agency booklet; DSS Girocheques; Weekly accounting and despatch

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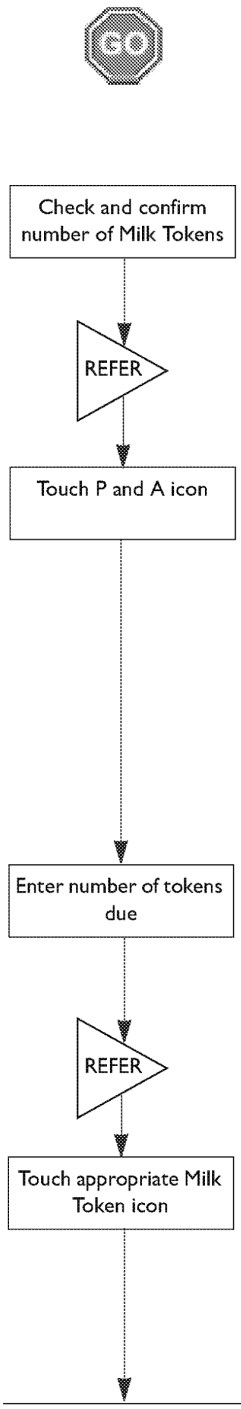
5 Issuing Milk Tokens



When you need to issue Milk Tokens to a customer who is encashing a DSS Girocheque or a Pension and Allowance Book:

Please note: For Pension & Allowance encashments, this process only needs to be followed if Milk Tokens were not issued during the encashment transaction.

- Check and confirm the number of Milk Tokens due

For information on Milk Tokens, † See (i) below.

- Touch the P and A icon

Please note: If the P and A menu is not displayed, touch the following sequence of icons:

- Transactions
- Serve Customer
- Other Products
- P and A (P & A milk and Green Giro milk icons are included in the P and A menu)

- Enter the number of Milk Tokens

For infomation on entering a number using the Quantity icon, see System Administration; System features; Using the Quantity icon

- Touch the appropriate Milk Token icon as follows:
  - Green giro milk, for DSS Girocheque encashments
  - P & A milk tkn, for Pension and Allowance encashments

i. See Counters Operations Manual; Benefits Agency booklet; Milk Tokens; Issue of Milk Tokens

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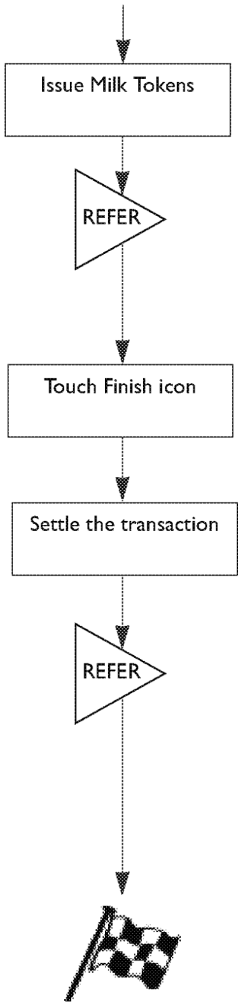
OBCS Pension & Allowances



The system will show the number of Milk Tokens in the Transaction Stack. No value is given.

- Issue the Milk Tokens to the customer

For information on issuing milk tokens manually† See (i) below

- Touch the Finish icon

- Settle the transaction

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

Please note: If there are no value items displayed in the Transaction Stack, on the right hand side of the screen, touch the Finish icon to complete the transaction and the Serve Customer menu will be displayed.

i. See Counters Operations Manual; Benefits Agency booklet; Milk Tokens; Issue of Milk Tokens

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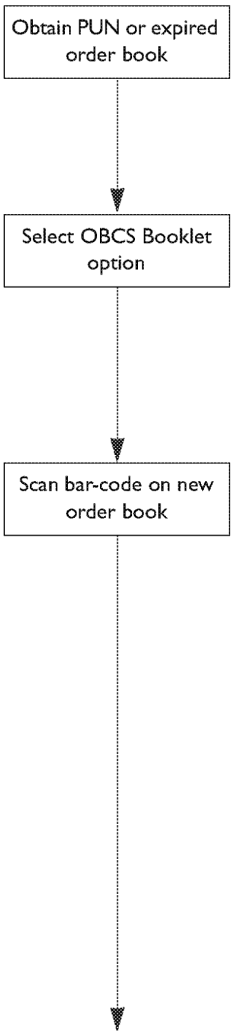
6 Issuing a new bar-coded order book

Use this procedure when you need to issue an initial bar-coded order book to a customer on presentation of a Pick-Up Notice (PUN) or a replacement order book on presentation of an expired book.

The system will check for stop and recall notices and, as a result, may display a message telling you to impound the book or to pay one or more valid vouchers and then impound the book.



- Obtain the PUN or expired order book and evidence of identity (if required) as follows:
  - for the collection of an initial order book from the post office, † See (i) below
  - for an initial order book issued direct to the customer, † See (ii) below
- Select the OBCS Booklet option by touching the following sequence of icons:
  - Transactions
  - Serve Customer
  - Other Products
  - P and A
  - OBCS Booklet
- Scan the bar-code on the new order book

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Collection of order books from post offices

ii. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Procedure for books issued direct to customers by Issuing Authority

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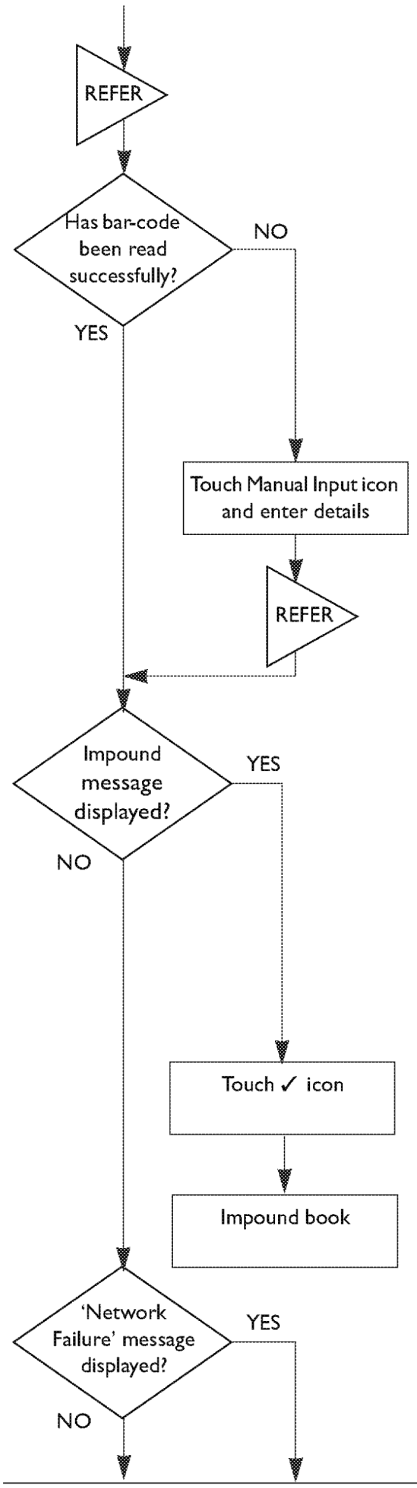
OBCS Pension & Allowances



For information on scanning a bar-code, see Office Administration; Equipment information and maintenance; Counter equipment

The system will display the Issue screen.

- Check to see whether the bar-code has been read successfully

Please note: You should make up to three attempts to scan the bar-code successfully.

If the bar-code has not been scanned successfully after three attempts:

- Touch the Manual Input icon and enter the customer reference details from the order book, as requested on the Customer Reference/Issue screen.

For information on Manual Input, see subsection 11; Entering order book information manually.

- Examine the screen to see whether an Impound message is displayed

If the Impound Notice screen is displayed with the message 'This book must be hole punched, impounded and returned to the Issuing Authority':

Either the bar-code is invalid, or the book is on a stoplist.

- Touch the ✓ icon to acknowledge the notice

The transaction is ended and the system will display the Serve Customer screen.

- Impound the book, † See (i) below

- Examine the screen to see whether the system displays a message advising of Network Failure

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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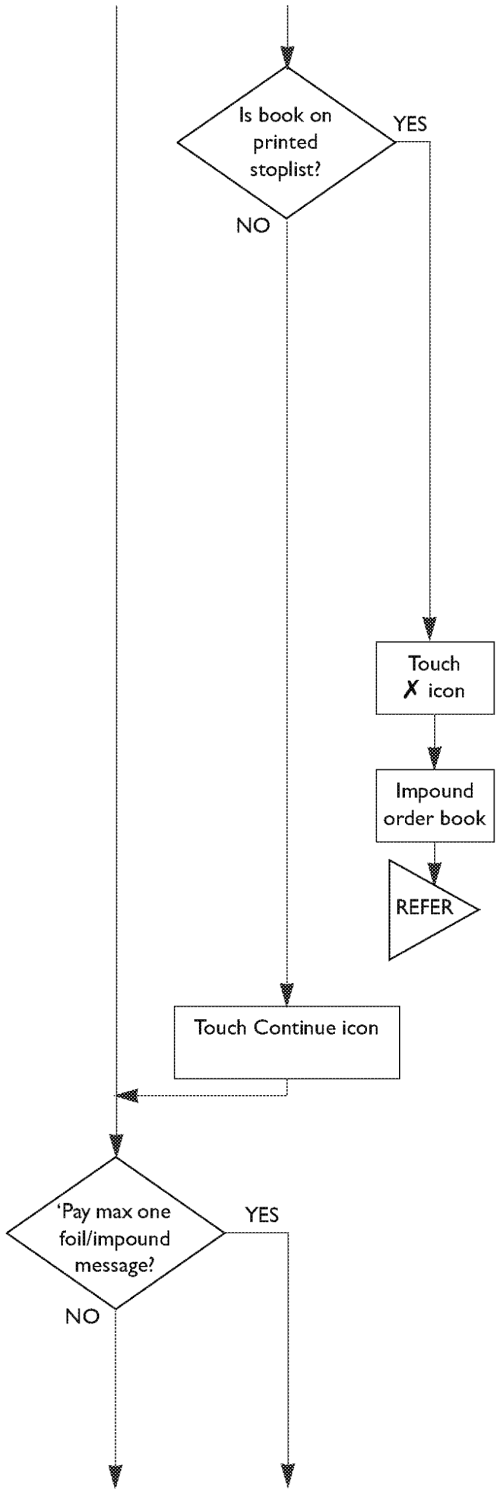
OBCS Pension & Allowances



If this message is displayed:

The Horizon system cannot contact the central system to validate the book against the stop list.

- Check your printed stop list to see whether a stop has been placed on the book.

Please note: Foreign order book encashments where more than one foreign book is presented or the value of the combined foils from foreign order books exceeds £200 should be validated with the Horizon System Helpdesk. If the book has been validated by the Horizon System Helpdesk, but you are still suspicious, contact your local BA Fraud Sector Validation line. For information on Horizon System helpdesks, see Office Administration; Miscellaneous; Help Desks

If the book is on the printed stoplist:

- Touch the ✗ icon

- Impound the order book

For information on impounding an order book
† See (i) below

If the book is not on the printed stoplist:

- Touch the Continue icon

- Examine the screen to see whether the message 'Pay maximum of one valid foil (if any) then impound book and return to Issuing Authority' is displayed

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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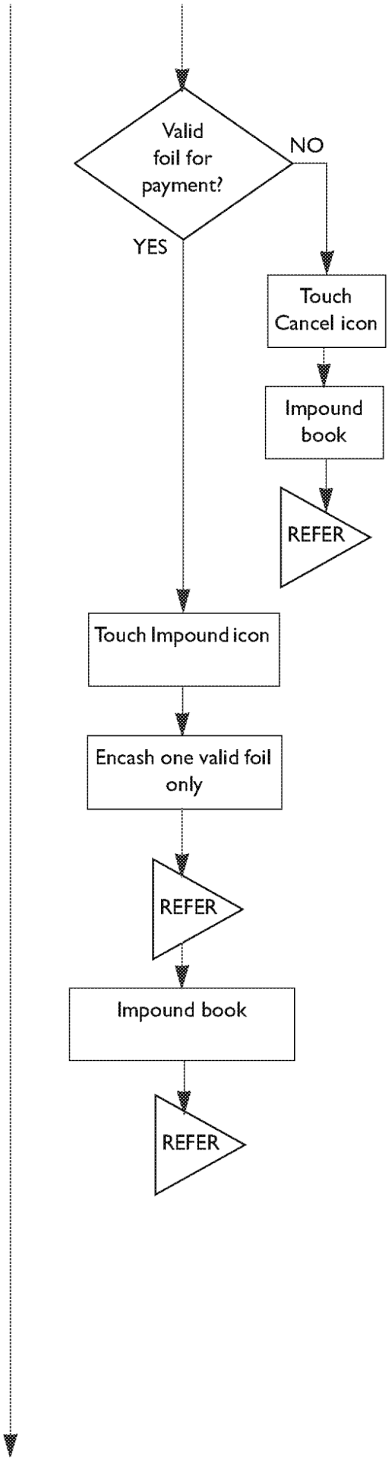
OBCS Pension & Allowances



If the screen displays this message:

The order book is on a recall list or the bar-code details have been manually input due to a faulty bar-code.

- Check whether there is a valid foil to be encashed
  † See (i) below

If there is no valid foil to be encashed:

- Touch the Cancel icon to exit the transaction

Please note: The transaction is ended and the Serve Customer screen is displayed.

- Impound the book

For information on impounding a book † See (ii) below.

If there is a valid foil for encashment:

- Touch the Impound icon

The system will display the 'Enter Unit Price of Foils/Encash' screen.

- Encash one valid foil only

For information on encashing benefit on a bar-coded order book, see subsection 7; Encashing benefit on a bar-coded order book.

- Impound the book

For information on impounding a book † See (ii) below

i. See Counters Operations Manual; booklet; ; Standard payment to the payee
ii. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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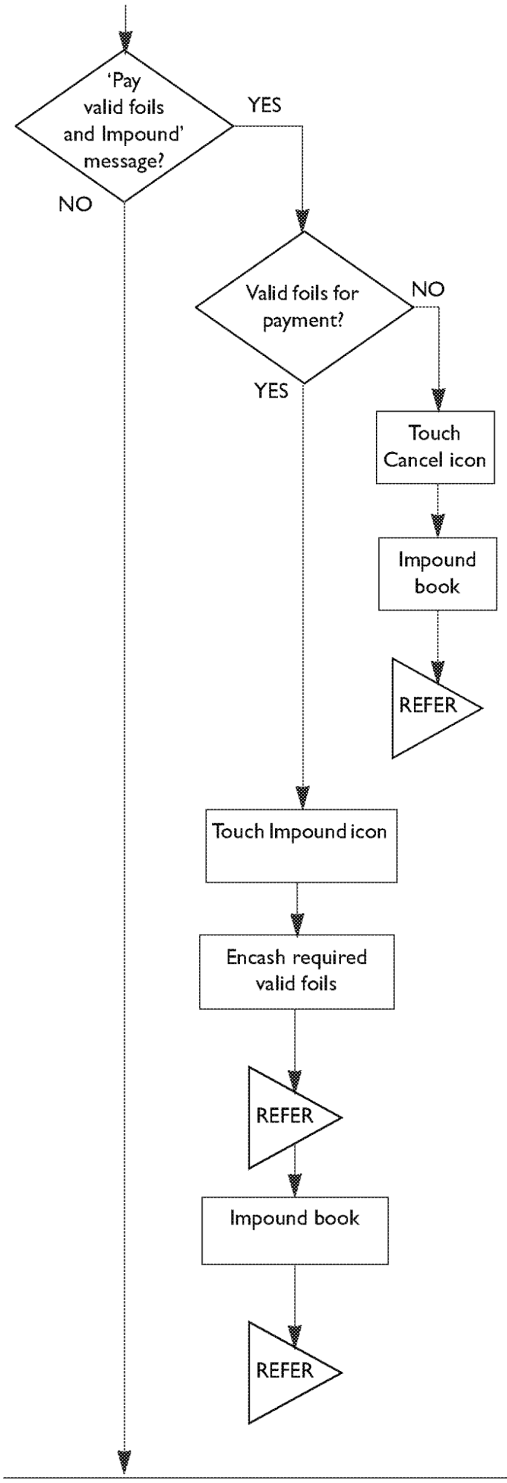
OBCS Pension & Allowances



- Examine the screen to see whether the message 'Pay valid foils and Impound' is displayed

If the screen displays this message:

The order book is on a recall list.

- Check whether there are any valid foils to be encashed † See (i) below

If there are no valid foils to be encashed:

- Touch the Cancel icon to exit the transaction

The transaction is ended and the system will display the Serve Customer screen.

- Impound the book

For information on impounding a book † See (ii) below

If there are valid foils for encashment:

- Touch the Impound icon

The system will display the 'Enter Unit Price of Foils/Encash' screen.

- Encash valid foils, as required.

For information on encashing benefit on a bar-coded order book, see subsection 7; Encashing benefit on a bar-coded order book.

- Impound the book

For information on impounding books † See (i) below

i. See Counters Operations Manual; booklet; ; Standard payment to the payee
ii. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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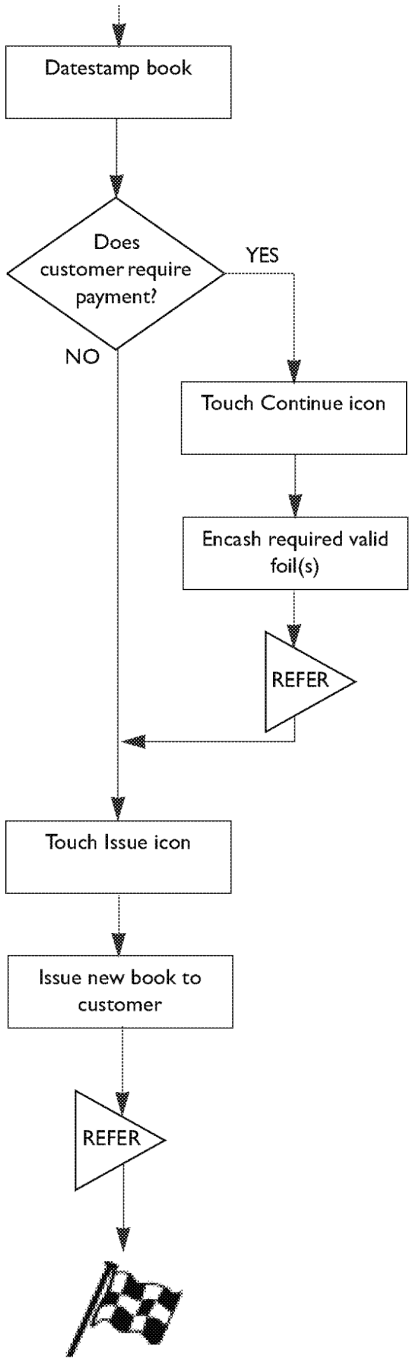
OBCS Pension & Allowances



- Datestamp the order book

- Check for valid foils and whether the customer requires a payment † See (i) below

  If the customer requires payment:

  - Touch the Continue icon

  - Encash the valid foil(s) as required

  For information on encashing benefit on a bar-coded order book if the bar code scans, see subsection 7; Encashing benefit on a bar-coded order book.

- Touch the Issue icon

- Issue the new order book to the customer.

  For information on issuing order books † See (ii) below.

  The system will display the Transactions Serve Customer screen.

i. See Counters Operations Manual; booklet; ; Standard payment to the payee
ii. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Collection of order books from post offices

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7 Encashing benefit on a bar-coded order book

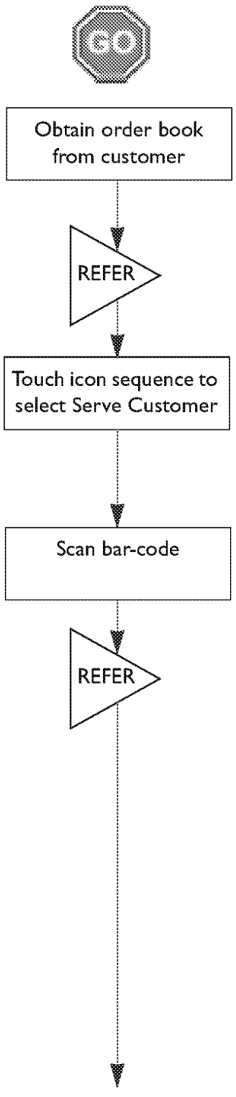
When a customer presents a bar-coded order book to encash benefit.

This procedure is **only** for bar-coded order books.

For general instructions on the encashment of Pensions and Allowances † See (i) below

For encashment of benefit using an order book that does not have a bar-code, see subsection 8; Encashing benefit on an order book that does not have a bar-code.

For manual treatment of foreign office encashments† See (ii) below



- Obtain the order book from the customer and make the usual checks

  For information on checking the order book for alterations, etc † See (i) below.

- Select the Serve Customer option by touching the following icon sequence:
  - Transactions
  - Serve Customer
- Scan the bar-code on the order book

  For information on scanning a bar-code, see Office Administration; Equipment information and maintenance; Counter equipment

  Please note: If a message is displayed saying that the system is in use you have an uncompleted OBCS transaction in progress. Touch the ✓ icon to acknowledge the message and finish the uncompleted OBCS transaction before scanning the book again.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information
ii. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Payments away from the nominated office of payment (foreign encashments)

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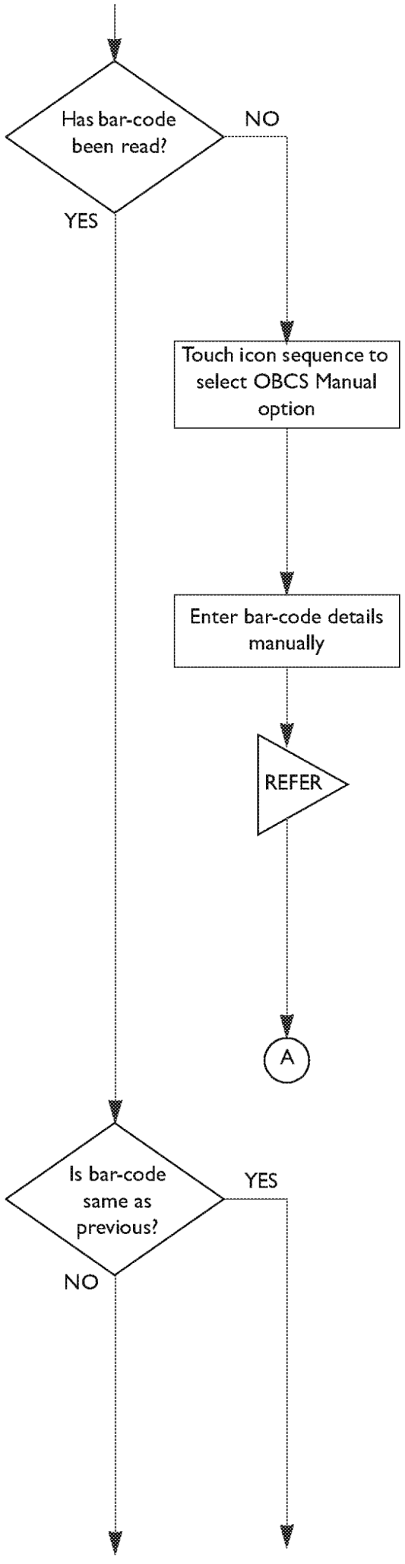

- Examine the screen to see whether the bar-code has been read successfully

Please note: You should make up to three attempts to scan the bar-code successfully.

If the bar-code has not been scanned after three attempts:

- Select the OBCS Manual option by touching the following sequence of icons:
  - Transactions
  - Serve Customer
  - Other Products
  - P and A
  - OBCS Manual
- Enter the bar-code details manually

For information on entering details manually, see subsection 11; Entering order book information manually.

Please note: It is important that you record whether it is the bar-code or the bar-code reader that has failed, as this determines whether the book should be impounded.

- Go to 'A' on page 24

- Examine the screen to see whether the system displays a message advising that the bar-code is the same as the previous one

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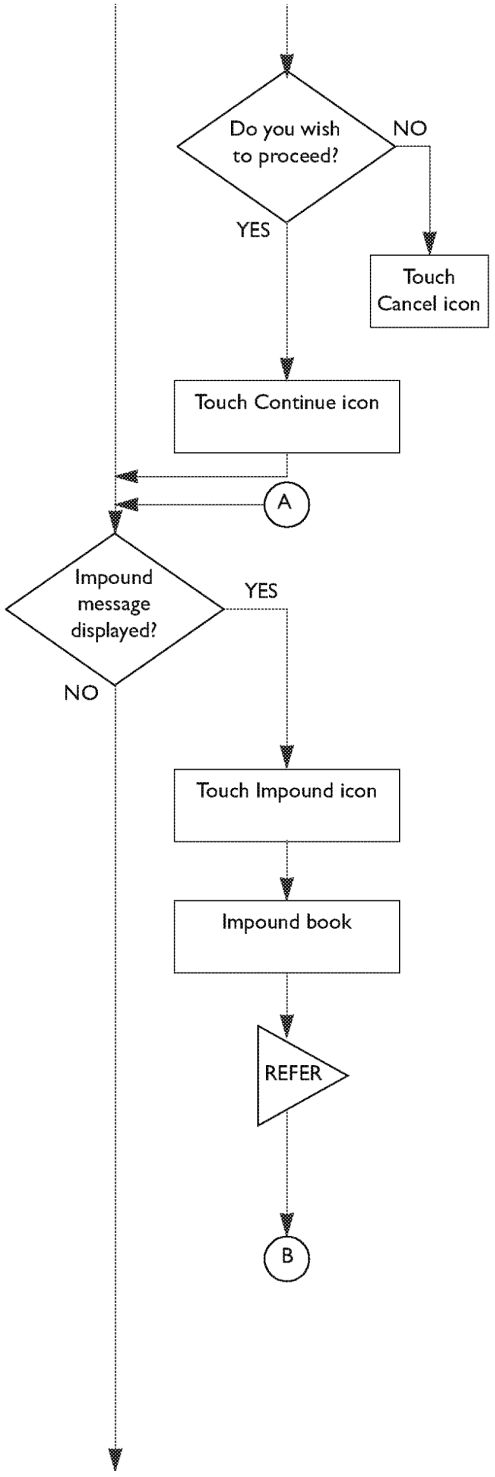

If a message is displayed that the bar-code is the same as the previous bar-code:

- Decide whether you wish to proceed with the transaction

If you have scanned the wrong bar-code:

- Touch the Cancel icon if you wish to exit this transaction.

If you have scanned the correct bar-code:

- Touch the Continue icon to proceed.

The Horizon system will check that this book is valid for payment.

- Examine the screen to see whether the system displays an Impound message

If the screen displays an Impound message:

Either the bar-code is invalid or the book is on a stoplist.

- Touch the Impound icon to acknowledge the notice

- Impound the order book

For information on impounding an order book, † See (i) below.

Please note: If the message tells you to hole punch the book, the transaction is ended and the Desktop screen is displayed.

- If the message tells you to pay a maximum of one valid foil, go to 'B' on page 27.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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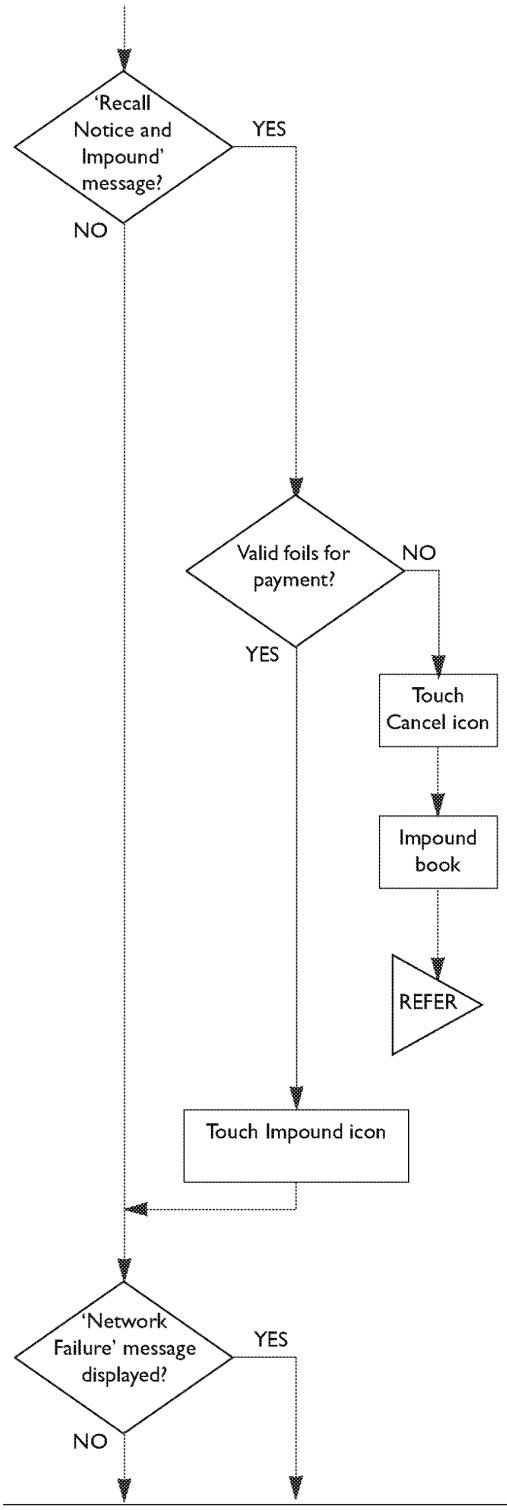
OBCS Pension & Allowances



- Examine to screen to see whether a 'Recall Notice and Impound' message is displayed

If the screen displays a 'Recall Notice and Impound' message:

The order book is on a recall list or the bar-code details have been entered manually due to a faulty bar-code.

The Recall Notice screen will advise you that you may pay one valid foil or all valid foils up to and including the date of recall, depending on the reason for impounding.

- Check whether there are any valid foils for payment, † See (i) below

If there are no valid foils for payment:

- Touch the Cancel icon to exit this transaction

- Impound the order book.

For information on impounding an order book, † See (i) below.

If there are valid foils for payment:

- Touch the Impound icon.

Please note: You should then continue with the procedure to encash the valid foils before impounding the order book. The screen will display the 'Enter No. of Foils and Encash' screen.

- Examine the screen to see whether the system displays a 'Network failure' message

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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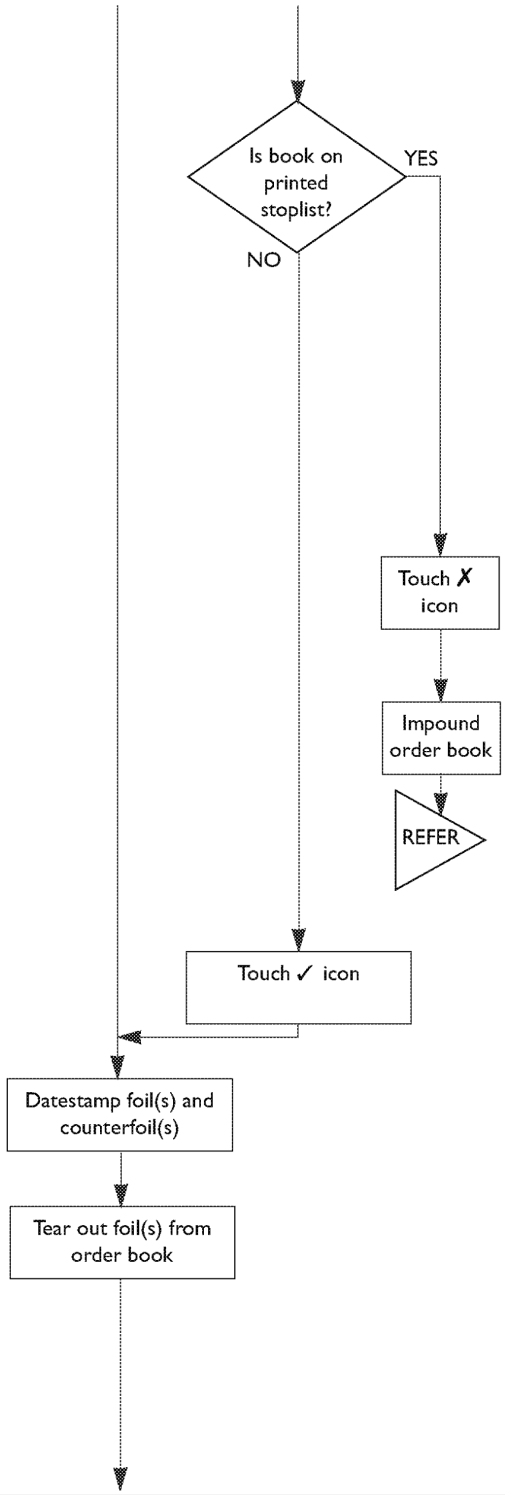
OBCS Pension & Allowances



If this message is displayed:

The Horizon system cannot contact the central system to validate the book against the stop list.

- Check your printed stoplist to see whether a stop has been placed on the book.

Please note: Foreign order book encashments where more than one foreign book is presented or the value of the combined foils from foreign order books exceeds £200 should be validated with the Horizon System Helpdesk. If the book has been validated by the Horizon System Helpdesk, but you are still suspicious, contact your local BA Sector Fraud Validation line.

If the book is on the printed stoplist:

- Touch the ✗ icon

- Impound the order book

For information on impounding an order book, † See (i) below.

If the book is not on the printed stop list:

- Touch the ✓ icon

- Datestamp the appropriate foil(s) and the counterfoil(s)

- Tear out the foil(s) from the order book

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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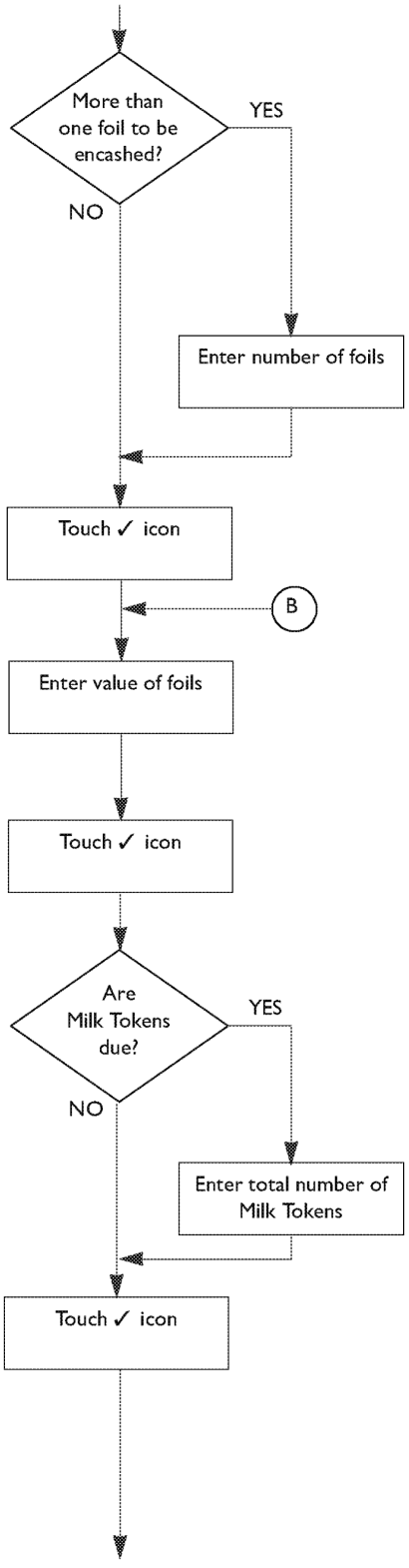
OBCS Pension & Allowances



- Check to see if there is more than one foil to be encashed

  Please note: You may enter up to 13 foils at once. If you have a 14th valid foil to enter you will need to complete this as a separate transaction. If you do not enter a number, the system assumes there is one foil

  If there is more than one foil:

  - Enter the number of foils to be cashed.

  If you are entering foils from an order book that are of different values you will need to complete a separate transaction for each value.

- Touch the ✓ icon to display the 'Enter Unit Price of Foils' screen

- Enter the value of the foils

- Touch the ✓ icon

- Check the order book to see if Milk Tokens are due

  Please note: If you do not enter a number, the system assumes there are no Milk Tokens.

  If Milk Tokens are due:

  - Enter the total number of Milk Tokens by touching the alphanumeric keypad

- Touch the ✓ icon

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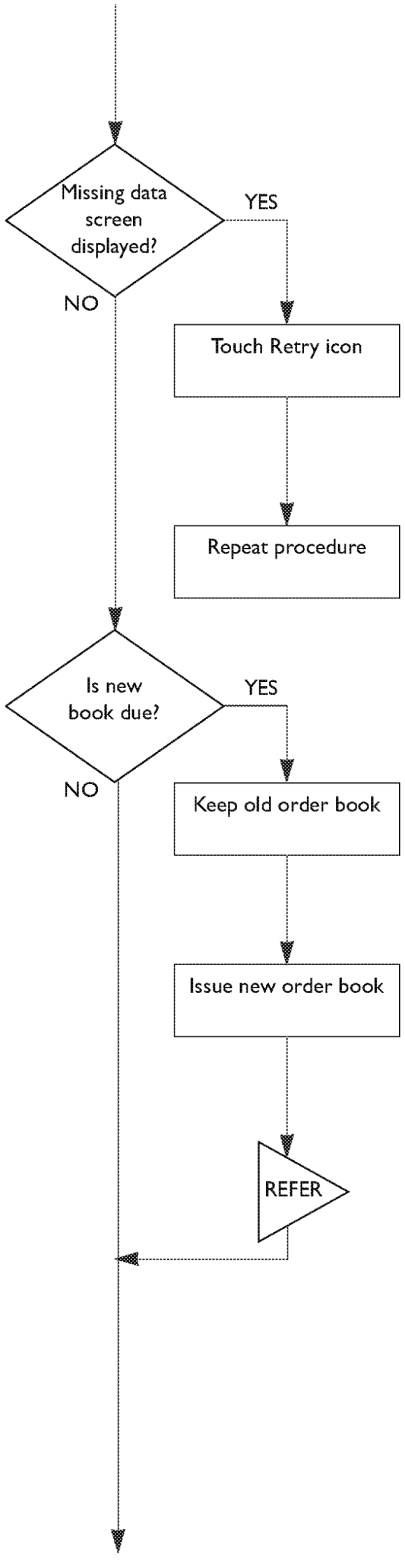
OBCS Pension & Allowances



The Horizon system will display the original menu screen, with the OBCS Payment icon showing the payment in the Transaction Stack.

Please note: If you omit details of the foils, the system will display a Missing Data screen.

- Examine the screen to see whether a Missing Data screen is displayed

If a Missing Data Screen is displayed:

- Touch the Retry (✓) icon

- Repeat the transaction from the flow chart box 'More than one foil to be encashed?' on page 27.

- Check whether a new order book is due

If a new order book is due:

- Keep the old order book

- Issue the new bar-coded order book

For system information on issuing a new bar-coded order book, see subsection 6; Issuing a new bar-coded order book.

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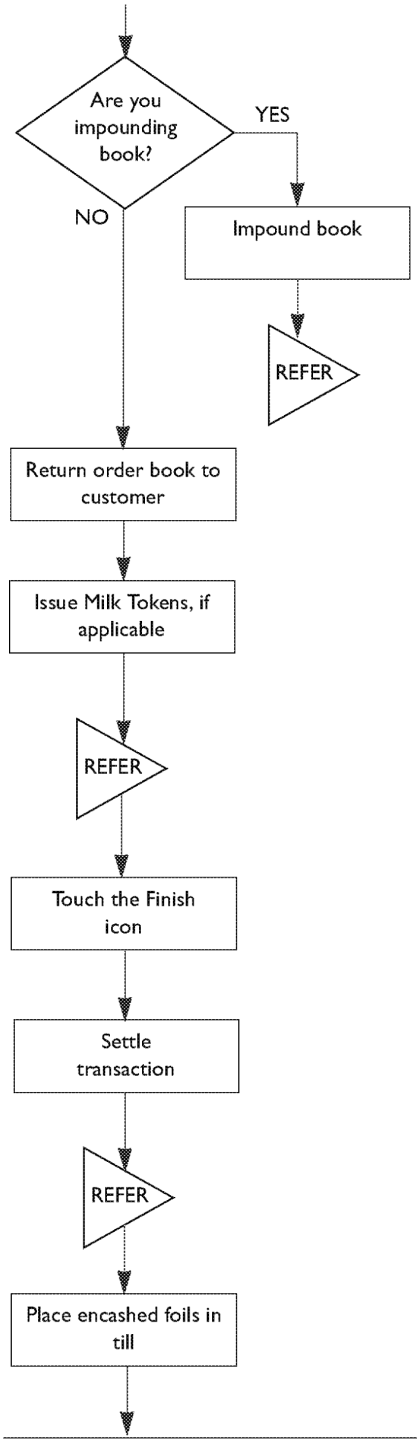
OBCS Pension & Allowances



- Decide whether you are impounding the order book

If you are impounding the book:

- Impound the book

For information on impounding an order book† See (i) below

- Return the order book to the customer

- Issue the Milk Tokens, if applicable

For information on issuing Milk Tokens, † See (ii) below

- Touch the Finish icon

- Settle the transaction

For information on settling a transaction, see Transactions - Serve Customer - Part three booklet; Miscellaneous; Settling transactions

- Place the encashed foils in your till.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information
ii. See Counters Operations Manual; Benefits Agency booklet; Milk Tokens; Issue of Milk Tokens

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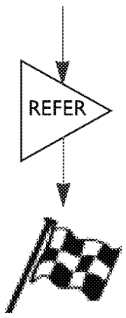
OBCS Pension & Allowances



For information on accounting for Pensions and Allowances, † See (i) below.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Weekly accounting and despatch

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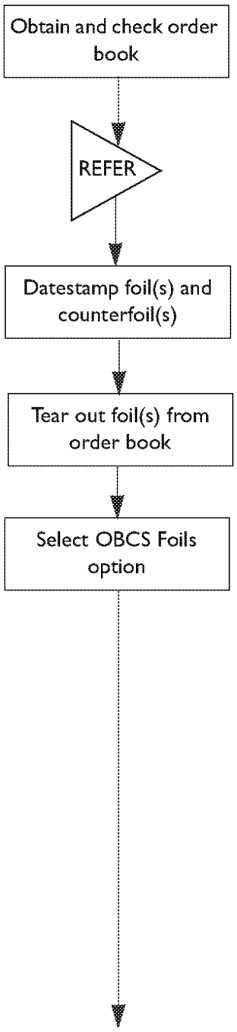
OBCS Pension & Allowances

8 Encashing benefit on an order book that does not have a bar-code

Use this procedure when a customer presents a Pension/Allowance book for encashment and the book does not have a bar-code.

For general instructions on the encashment of Pensions and Allowances † See (i) below

Please note: There are no system validation checks performed for order books that do not have a bar-code. For encashment of benefit using a bar-coded order book, see subsection 7; Encashing benefit on a bar-coded order book.



- Obtain the order book from the customer and make the usual checks

  For information on checking the order book for alterations, etc † See (i) below

- Datestamp the appropriate foil(s) and the counterfoil(s)

- Tear out the foil(s) from the order book

- Select the OBCS Foils option by touching the following sequence of icons:
  - Transactions
  - Serve Customer
  - Other Products
  - P and A
  - OBCS Foils

  The screen will display the 'Enter P&A Group No. and No Bar-code' screen.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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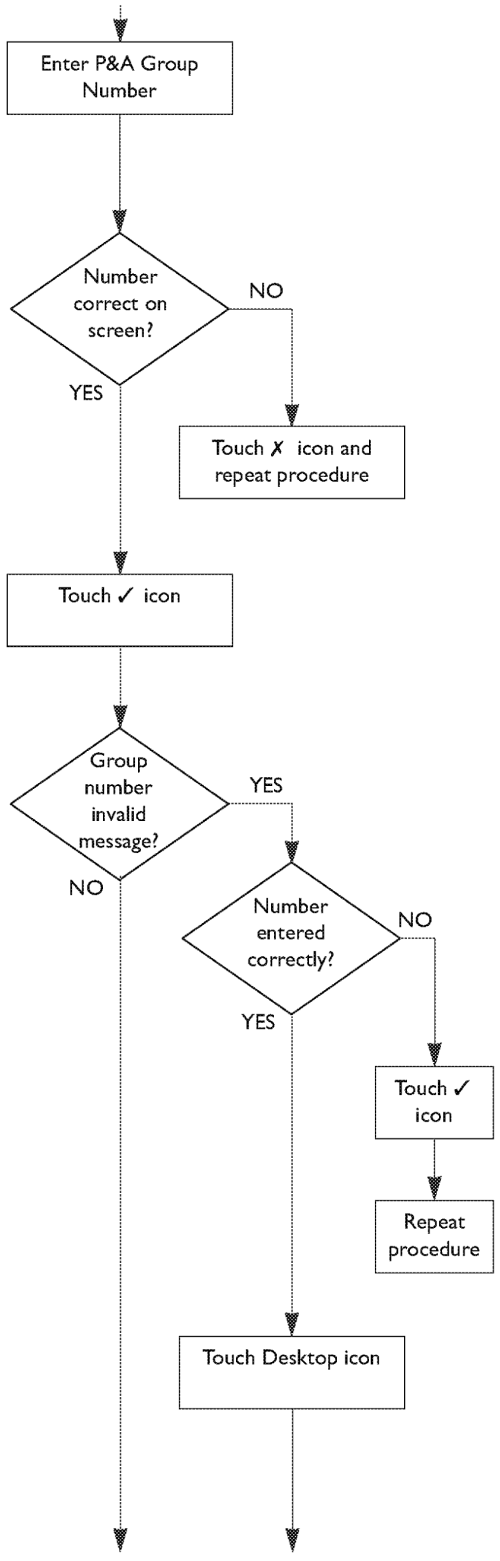
OBCS Pension & Allowances



- Enter the Pensions & Allowances Group Number of the benefit by using either of the following:
  - the keyboard
  - the on-screen number pad

  Please note: This number must be between 1 and 18.
- Examine the screen to see that the group number is correct

If the group number is incorrect:

- Touch the ✗ icon to clear the number and repeat the procedure from the flow-chart box 'Enter P&A Group Number' on page 32

- Touch the ✓ icon to accept the group number

- Examine the screen to see whether a message states that the P&A Group Number is invalid is displayed

If the group number is invalid:

- Check that you entered the number correctly.

If you entered the number incorrectly:

- Touch the ✓ icon

- Repeat the procedure from the flow-chart box 'Enter P&A Group Number' on page 32.

If you entered the number correctly:

- Touch the Desktop icon to end the transaction

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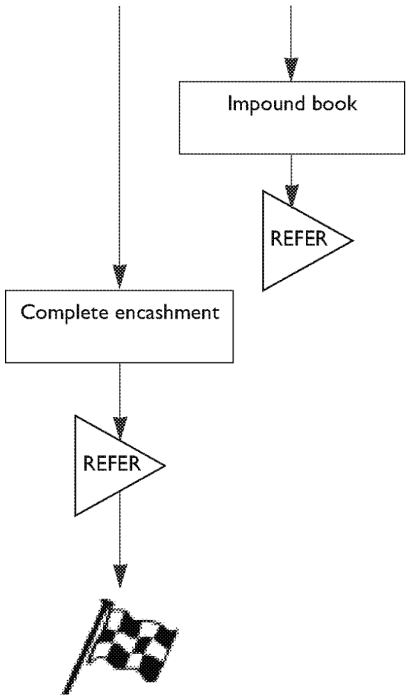
OBCS Pension & Allowances



- Impound the book

For information on impounding books† See (i) below

- Complete the encashment

See the flow-chart box in see subsection 7; Encashing benefit on a bar-coded order book, 'More than one foil to be encashed?' on page 27.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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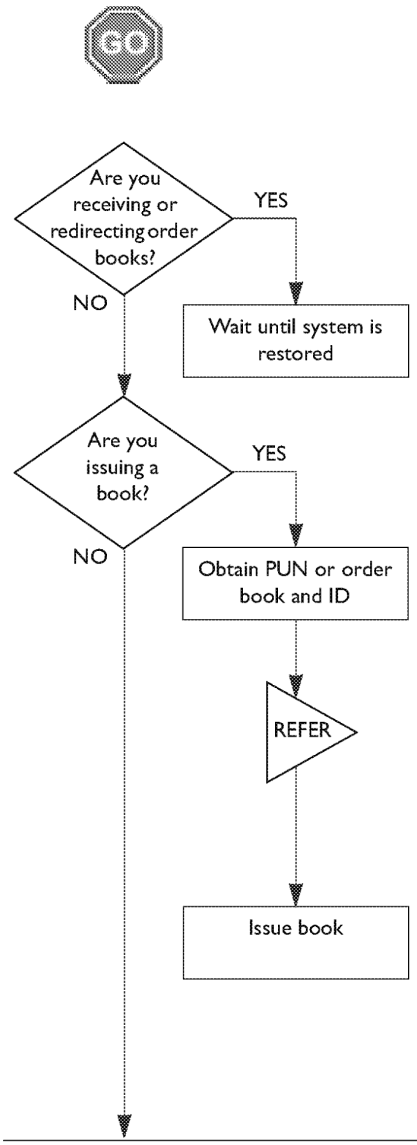
9 OBCS during system failure

9.1 OBCS fallback



When the Horizon system is unavailable and you need to receive, redirect, issue or encash an order book:

Please note: If you are in an office with more than one terminal, you should use another terminal whenever possible.

- Decide whether you are receiving or redirecting order books

If you are receiving or redirecting order books:

- Wait until the Horizon system is restored.

Please note: If you have to redirect a book before the system is restored, † See (i) below.

- Decide whether you are issuing a book

If you need to issue a book:

- Obtain the PUN or order book and evidence of identity (if required) as follows:
  - for the collection of an initial order book from the post office † See (ii) below
  - for the collection of a renewal order book from the post office † See (iii) below
  - for an initial order book issued direct to the customer † See (iv) below
  - for a renewal order book issued direct to the customer † See (v) below
- Issue the book.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Receipt and recall of order books in your office
ii. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Collection of order books from post offices
iii. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information
iv. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Procedure for books issued direct to customers by Issuing Authority
v. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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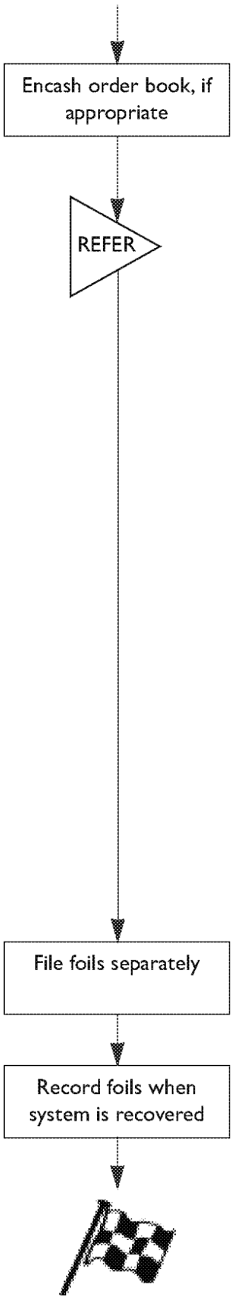

- Encash the order book, if appropriate

For information on encashing order books, † See (i) below.

Please note: Always check OBCS order books against the printed stop list (see subsection 6; Printing a stop list).

If the stoplist is not available and another cannot be printed use the previous week's stoplist. If the previous week's stoplist is not available, local bar-coded order book encashments, where the total value of the encashment exceeds £200, should be validated with the Horizon System Helpdesk.

Foreign bar coded order book encashments where more than one foreign book is presented or the value of the combined foils from foreign books exceeds £200, should be validated with the Horizon System Helpdesk.

If the book is not on the printed stoplist and/or has been validated by the Horizon System Helpdesk but you are still suspicious, contact your local BA Sector Fraud Validation line.

- File foils separately from foils encashed while the system was available

- Record the encashed foils when the Horizon system is available (see paragraph 9.2; page 36).

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Standard payment to the payee

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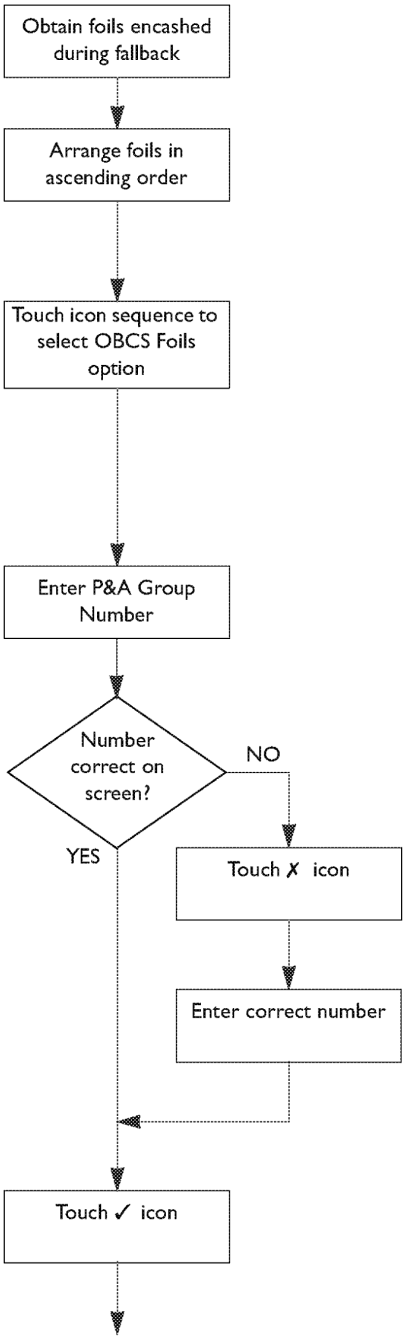
9.2 OBCS recovery

When the system is restored and you need to record encashments made while the Horizon system was unavailable:



- Obtain all foils encashed while the system was unavailable

- Arrange the foils in ascending value order and ascending group number order

  Please note: These foils should have been stored separately from foils encashed when the Horizon system was available.

- Select the OBCS Foils option by touching the following icon sequence:

  - Transactions
  - Bulk Input
  - Other Products
  - P and A
  - OBCS Foils

- Enter the Pension & Allowance Group Number of the benefit on the screen

- Examine the screen to see that the number is correct

  If the number is incorrect:

  - Touch the ✗ icon or the black arrow to clear the number

  - Enter the correct number.

- Touch the ✓ icon

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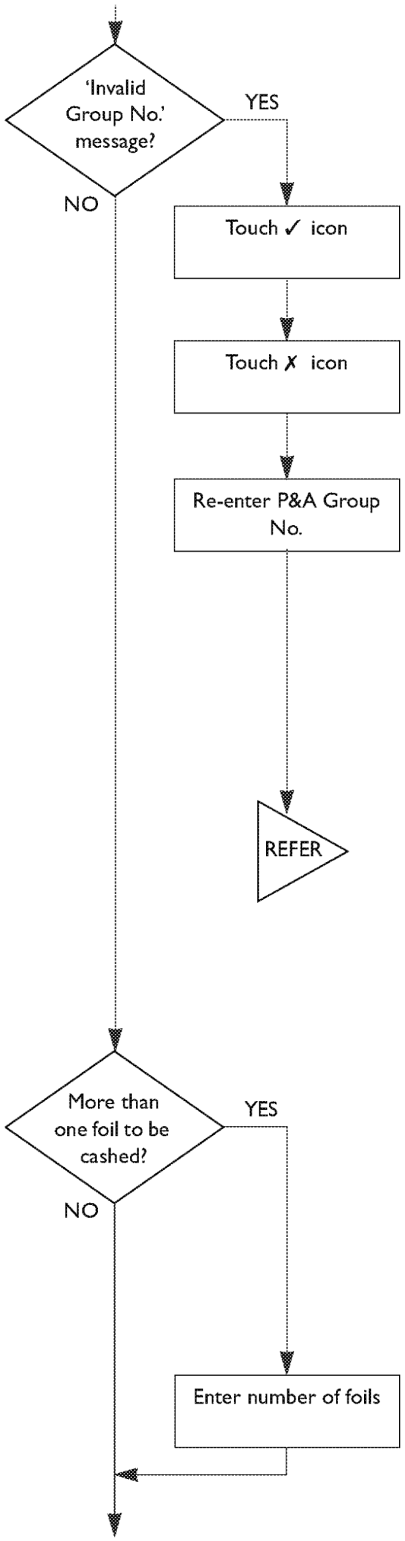
OBCS Pension & Allowances



- Examine the screen to see whether an 'Invalid P&A Group No.' message is displayed

If this message is displayed:

- Touch the ✓ icon

- Touch the ✗ icon

- Re-enter the P&A Group number.

If you re-enter the P&A Group number and the 'Invalid Group No.' message is displayed when you have entered the number correctly, this means that you have accepted and cashed a counterfeit/invalid foil.

You will not be able to enter it onto the Horizon System. You will therefore have to accept this as a loss.

For information on dealing with losses at a Branch office see Transactions - Other - Part two booklet; Losses, gains & error notices; Dealing with a branch office loss or gain.

For information on dealing with losses at other offices see Transactions - Other - Part two booklet; Losses, gains & error notices; Dealing with losses or gains in offices other than branch offices.

- Check whether there is more than one foil to be encashed

Please note: You may enter up to 13 foils of the same value at once. If you do not enter a number, the system assumes there is one foil.

If there is more than one foil:

- Enter the number of foils to be cashed.

Please note: If you are entering foils of different values, you will need to complete a separate transaction for each value.

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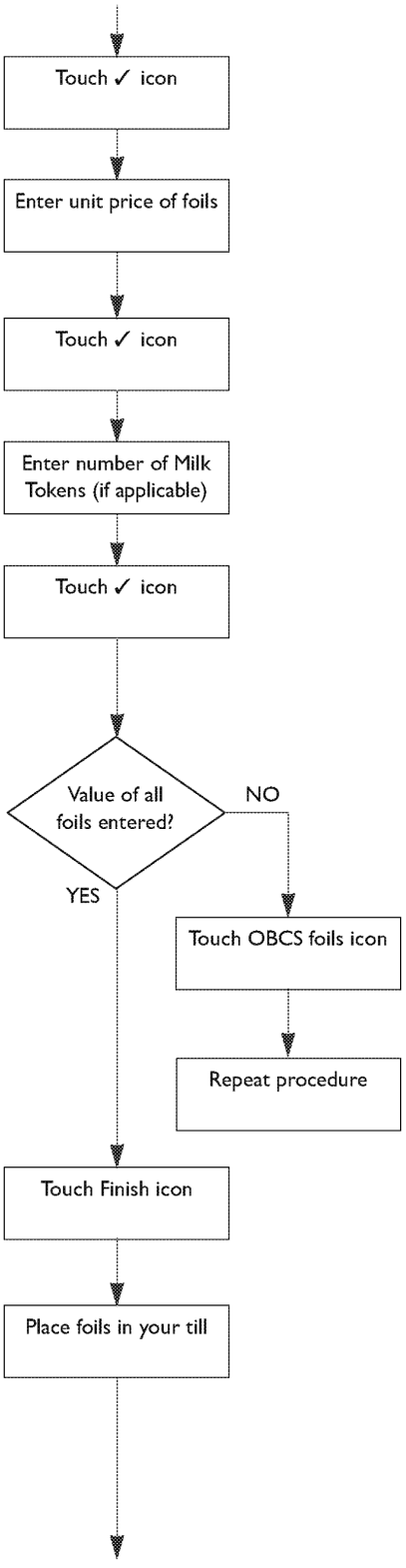

- Touch the ✓ icon to display the Enter Unit Price of Foils screen
- Enter the unit price of the foils
- Touch the ✓ icon

  The Horizon system will display the Enter Milk Token screen.
- Enter the number of Milk Tokens (if applicable) by touching the alphanumeric keypad
- Touch the ✓ icon

  The Horizon system will display the original menu screen, with the OBCS Payment icon showing the payment in the Transaction Stack.
- Check whether the value of each foil has been entered in the stack

  If there are more foils to enter:

  - Touch the OBCS Foils icon
  - Repeat the procedure from the flow-chart box 'Enter P&A Group Number' on page 36.
- Touch the Finish icon
- Place the foils in your till.

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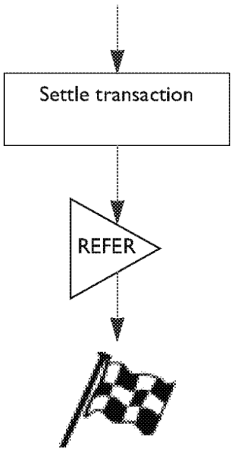
OBCS Pension & Allowances



- Settle the transaction

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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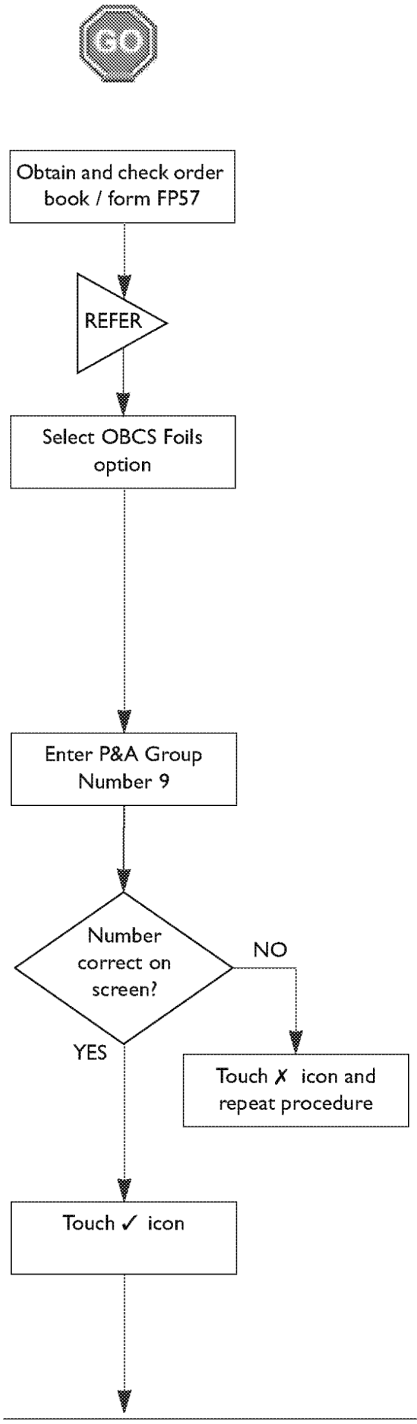
10 Prescription Charge Refunds



When a customer presents a form FP57 (EC57 in Scotland) for a Prescription Charge Refund:

Please note: For general instructions on the refund of prescription charges, † See (i) below

- Obtain the form FP57 from the customer and make the usual checks

For information on checking form FP57† See (i) below

- Select the OBCS Foils option by touching the following sequence of icons:
  - Transactions
  - Serve Customer
  - Other Products
  - P and A
  - OBCS Foils

  The screen will display the 'Enter P&A Group No. and No Bar-code' screen.
- Enter the Pensions & Allowances Group Number 9 by using either of the following:
  - the keyboard
  - the on-screen number pad
- Examine the screen to see that the number is correct

If the number is incorrect:

- Touch the ✗ icon to clear the number and repeat the procedure from the flow-chart box 'Enter P&A Group Number 9' above

- Touch the ✓ icon to accept the Group Number

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; National Health Prescription Charges Refund

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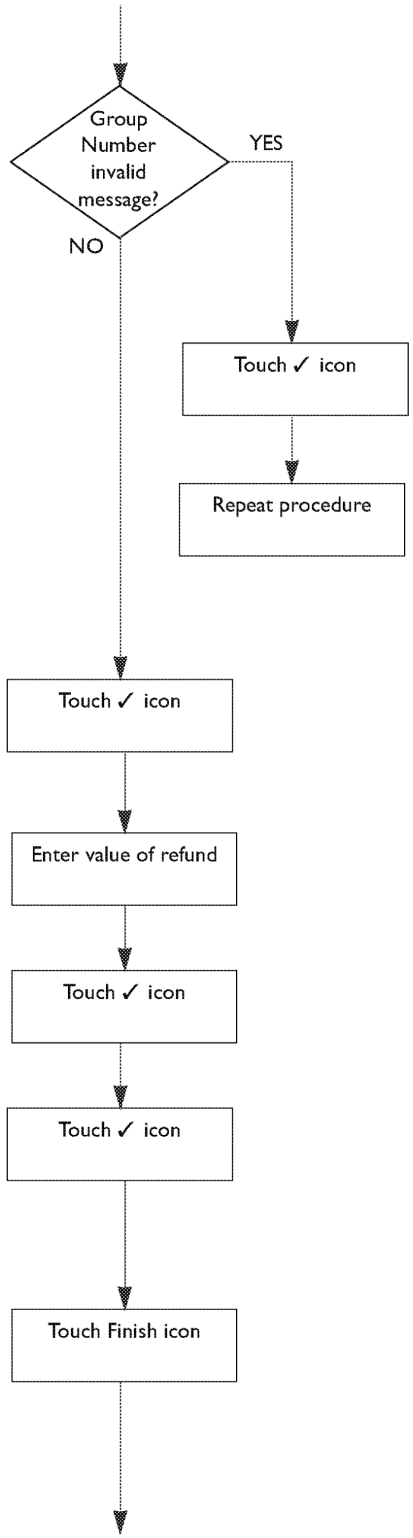

- Examine the screen to see whether a message states that the P&A Group Number is invalid

If the P&A Group number is invalid:

This means you have entered an unknown P&A Group Number

If you entered the number incorrectly:

- Touch the ✓ icon

- Repeat the procedure from the flow-chart box 'Enter P&A Group Number 9' on page 40.

- Touch the ✓ icon to accept the default value of one foil

- Enter the value of the Prescription Charge Refund

- Touch the ✓ icon

- Touch the ✓ icon

  The Horizon system will display the OBCS Foils screen, with the OBCS Payment icon showing the payment in the transaction stack.

- Touch the Finish icon

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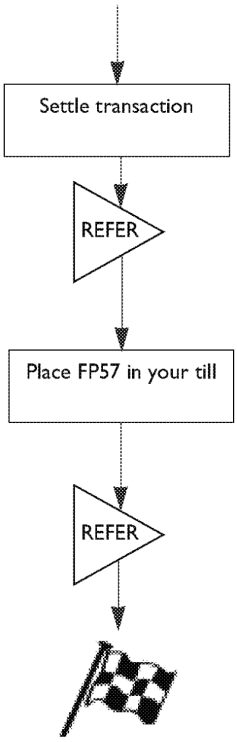

- Settle the transaction

For information on settling a transaction, see Transactions - Serve Customer - Part three booklet; Miscellaneous; Settling transactions.

- Place the form FP57 in your till

For information on accounting for Pensions & Allowances, † See (i) below.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Weekly accounting and despatch

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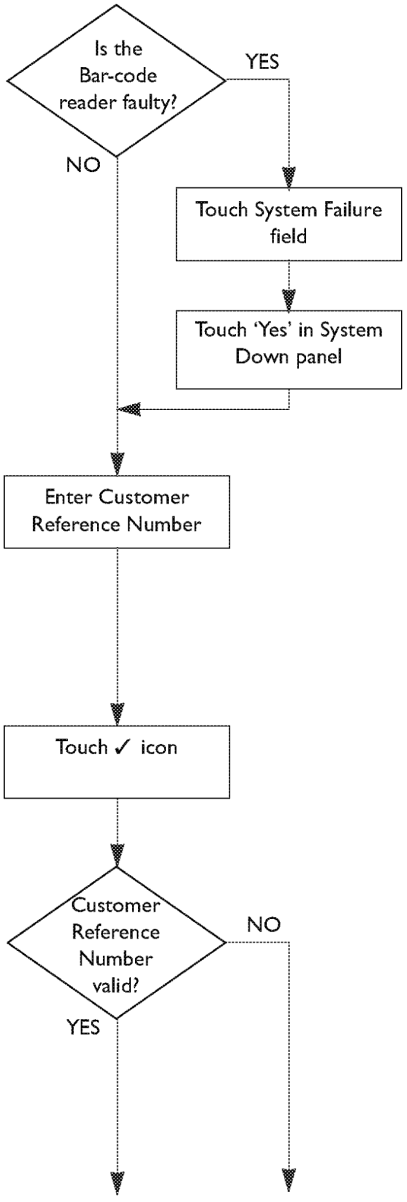
OBCS Pension & Allowances

11 Entering order book information manually



Before you enter order book information manually because the bar-code has failed to scan, you need to check whether it is the bar-code or the bar-code reader that is faulty. To check counter equipment, see Office Administration; Equipment information and maintenance; Counter equipment.

Please note: If the order book does not have a bar-code, see subsection 8; Encashing benefit on an order book that does not have a bar-code.

- Check whether the bar-code reader is faulty

If the bar-code reader is faulty:

- Touch the System Failure field in the Unread panel on the right side of the screen

- Touch 'Yes' in the System Down panel on the left side of the screen.

- Enter the Customer Reference Number, (see subsection 1; General information - Order Book Control Service) by using either of the following:
  - the keyboard
  - the on-screen alphanumeric pad (by first touching the Alphanumeric Keypad icon)

- Touch the ✓ icon

  The system will display the Additional Indicator/ Issue screen.

- Examine the screen to see whether the Customer Reference Number is valid

  If valid, the number is displayed in the Customer Reference Number field in the panel on the right hand side of the screen.

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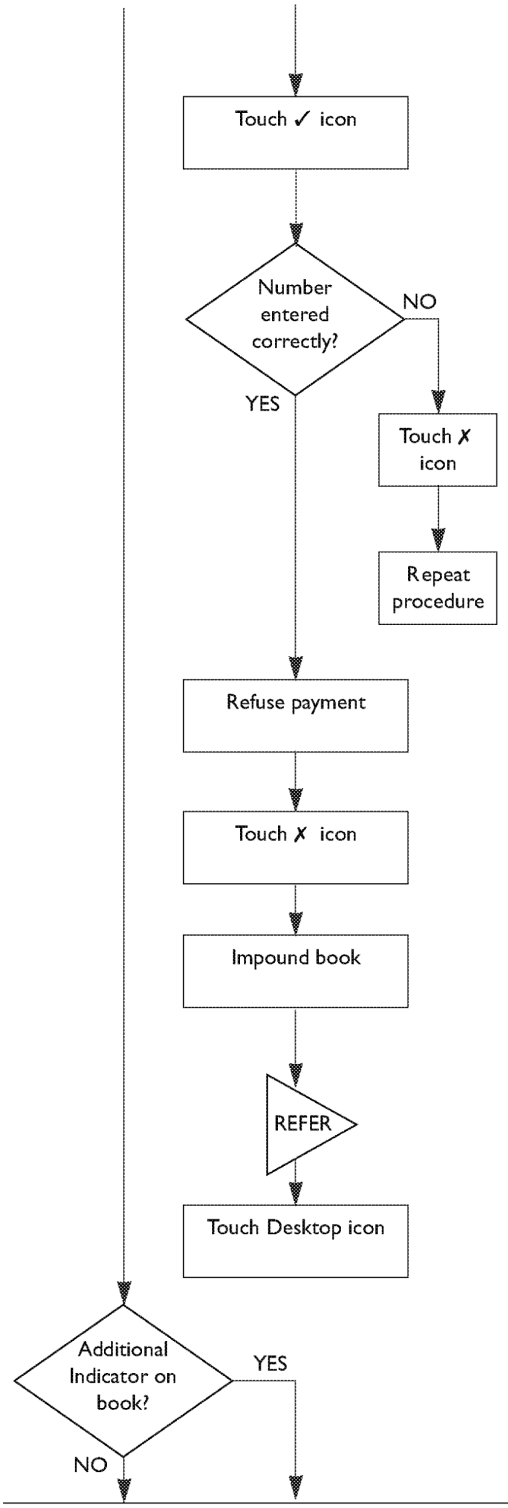

If the Customer Reference Number is not valid:

The Invalid Customer Ref/Issue screen will be displayed, prompting you to 'Please Try Again'.

- Touch the ✓ icon

- Check whether the number has been entered correctly

If you entered the number incorrectly:

- Touch the ✗ icon to delete the entry

- Follow the procedure from the flow-chart box 'Enter Customer Reference Number' on page 43.

- Refuse payment, if instructed

- Touch the ✗ icon to return to the serve customer screen

- Impound the book

For information on impounding an order book† See (i) below.

- Touch the Desktop icon to exit the transaction, and to return to the Serve Customer screen.

- Check to see whether the book has an Additional Indicator† See (i) below

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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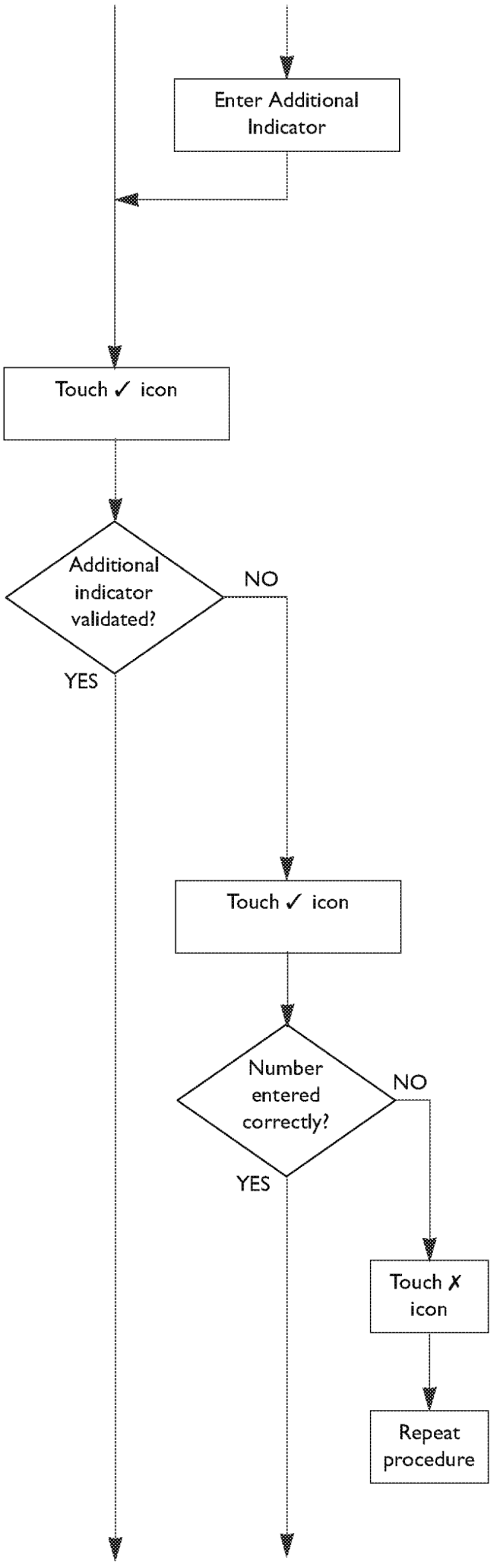

If the book has an Additional Indicator:

- Enter the Additional Indicator by using either of the following:
  - the keyboard
  - the on-screen alphanumeric pad (by first touching the Alphanumeric Keypad icon)

Please note: If the book has an Additional Indicator, it will appear on the front cover below the Customer Reference Number.

- Touch the ✓ icon

The system will display the Serial no./Issue screen.

- Examine the screen to see whether the system has validated the indicator

If valid, the number is displayed in the Indicator Number field in the panel on the right hand side of the screen.

If the Indicator Number is not valid:

The Invalid Indicator/Issue screen will be displayed, prompting you to 'Please Try Again'.

- Touch the ✓ icon

- Check whether you entered the number correctly.

If you entered the number incorrectly:

- Touch the ✗ icon to delete the entry

- Repeat the procedure from the flow chart box 'Enter Additional Indicator' on page 45.

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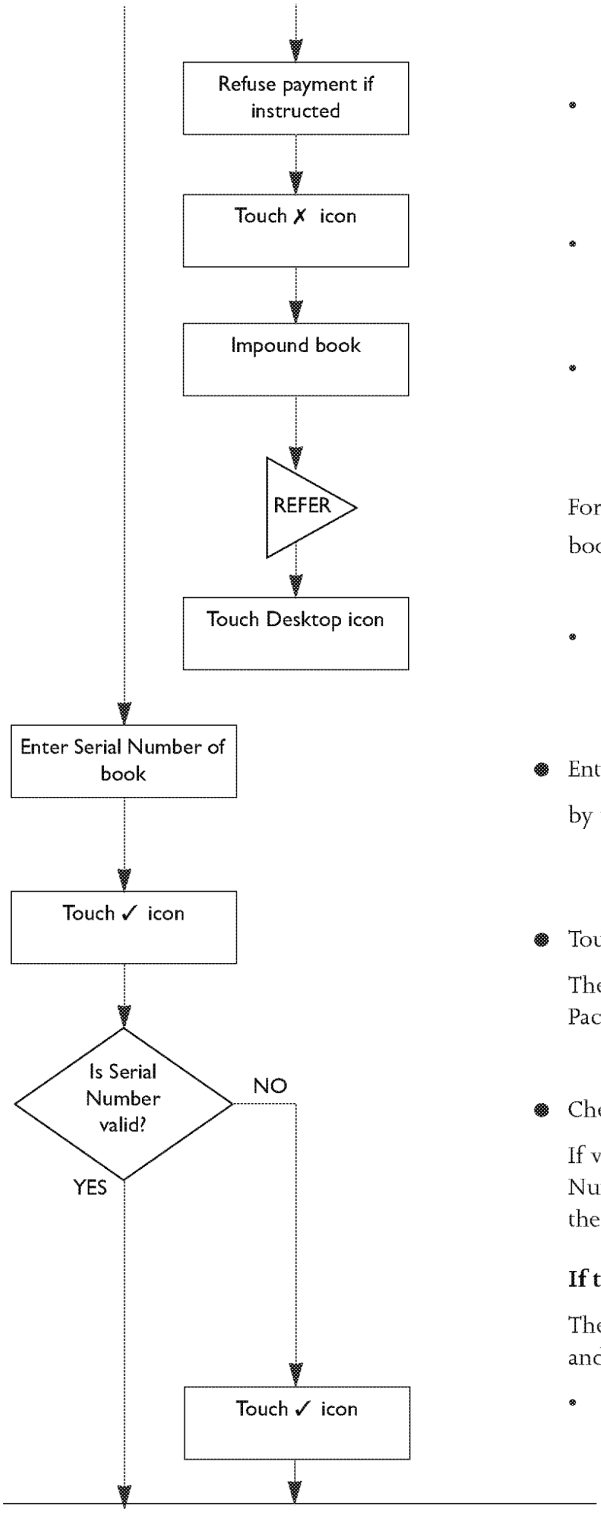
OBCS Pension & Allowances



- Refuse payment, if instructed

- Touch the ✗ icon to return to the serve customer screen

- Impound the book

For information on impounding an order book† See (i) below.

- Touch the Desktop icon to exit the transaction and to return to the Serve Customer screen.

- Enter the Serial Number of the book† See (i) below

  by using either of the following

  - the keyboard
  - the on-screen number pad

- Touch the ✓ icon

  The system will display the Common Payment Package (CPP) No./Issue screen.

- Check to see whether the Serial Number is valid

  If valid, the number is displayed in the Serial Number field in the panel on the right hand side of the screen.

  If the Serial Number is not valid:

  The Horizon system will display an error message and will prompt you to re-try.

- Touch the ✓ icon

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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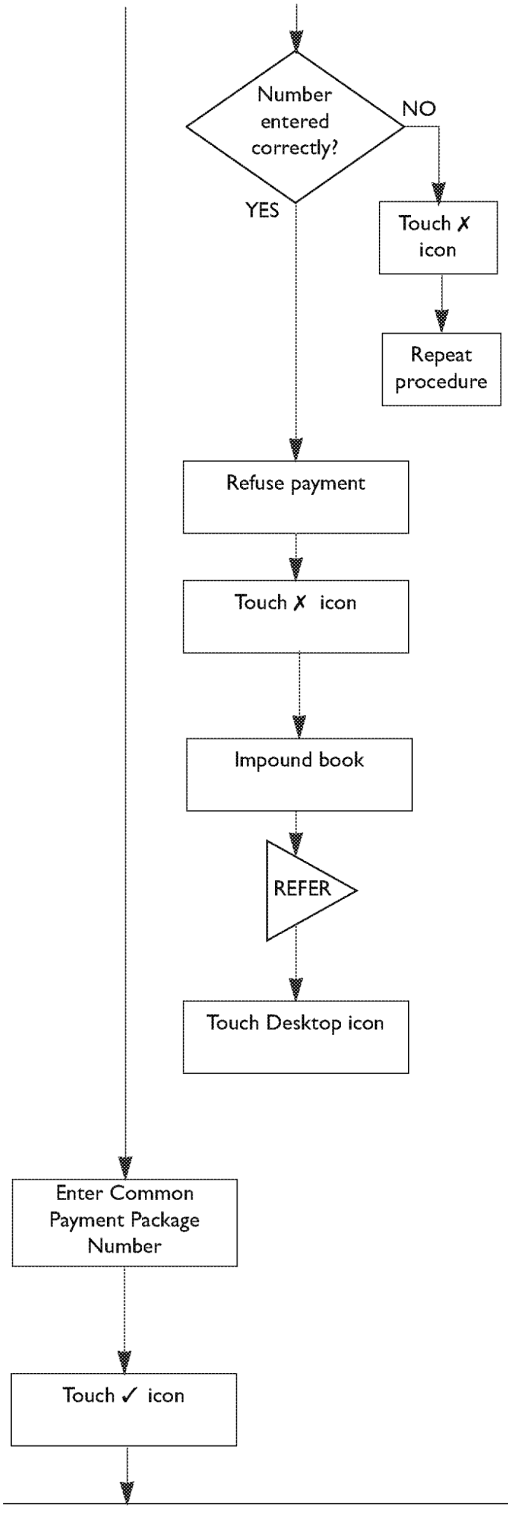
OBCS Pension & Allowances



- Check that the number has been entered correctly.

If you entered the number incorrectly

- Touch the ✗ icon to delete the entry

- Repeat the procedure from the flow chart box 'Enter Serial Number of book' on page 46.

- Refuse payment

- Touch the ✗ icon to return to the Serve Customer screen

- Impound the book

For information on impounding an order book† See (i) below.

- Touch the Desktop icon to exit the transaction and to return to the Serve Customer screen.

- Enter the Common Payment Package (CPP) Number shown on the order book

  This number appears in the top right hand corner of the order book.

- Touch the ✓ icon

  The system will display the Issue Screen.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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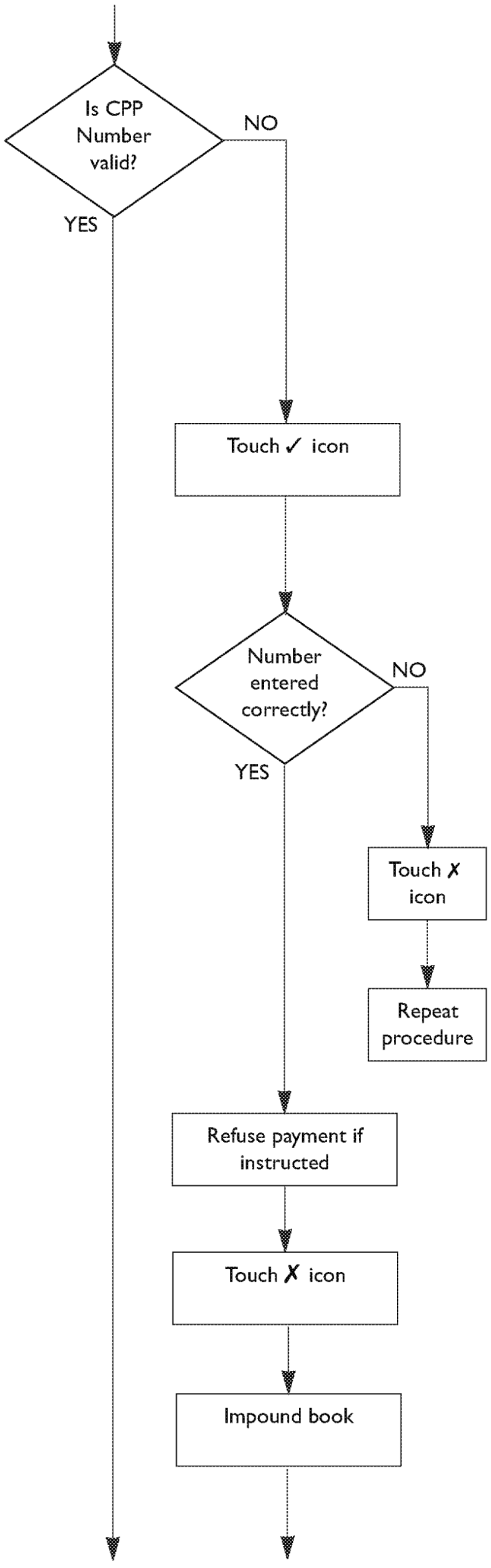
OBCS Pension & Allowances



- Examine the screen to see whether the CPP number is valid

Please note: If valid, the number is displayed in the CPP Number field in the panel on the right hand side of the screen.

If the CPP Number is not valid:

The system will display the Invalid book/Issue screen, prompting you to either re-try or to impound the book.

- Touch the ✓ icon

- Check that the number has been entered correctly.

If you entered the number incorrectly:

- Touch the ✗ icon to delete the entry

- Follow the procedure from the flow-chart box 'Enter Common Payment Package Number' on page 47.

- Refuse payment, if instructed

- Touch the ✗ icon to return to the Serve Customer screen

- Impound the book

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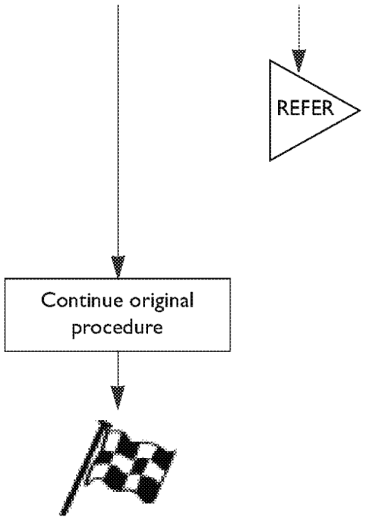
OBCS Pension & Allowances



For information on impounding an order book† See (i) below.

If you impound the book, the Horizon system will instruct you to hole punch the book and return it to the Issuing Authority.

- Continue with the original procedure.

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; General information

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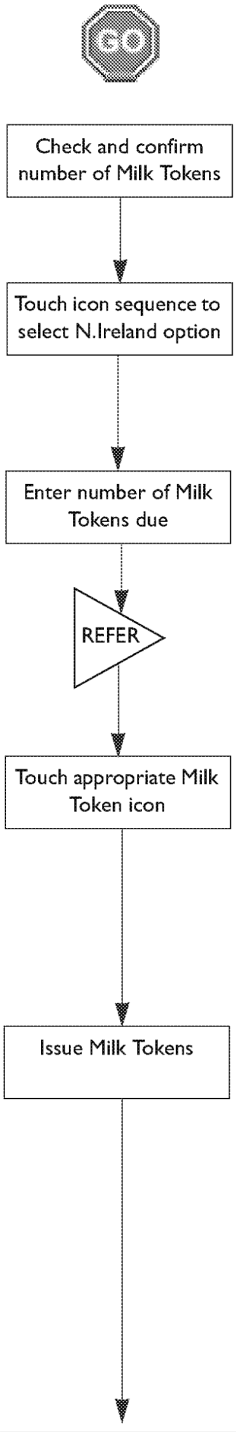
12 Issuing Milk Tokens



When you need to issue Milk Tokens to a customer who is encashing a DHSS(NI) Girocheque or a Pension and Allowance Book:

- Check and confirm the number of Milk Tokens due † See (i) below

- If the P & A (NI) menu is not displayed select the Northern Ireland option by touching the following sequence of icons:
  - Transactions
  - Serve Customer
  - N. Ireland
- Enter the number of Milk Tokens due to the customer

  For information on entering a number using the Quantity icon see System Administration; System features; Using the Quantity icon

- Touch the appropriate Milk Token icon as follows:
  - Violet giro milk, for Milk Tokens presented with DHSS(NI) Girocheques
  - P & A milk tkn (NI), for Milk Tokens presented with Pension and Allowances

  The system will show the number of Milk Tokens in the Transaction Stack. No value is shown.
- Issue the Milk Tokens to the customer† See (i) below

i. See Counters Operations Manual; Social Security Agency booklet; Milk Tokens; Issue of Milk Tokens

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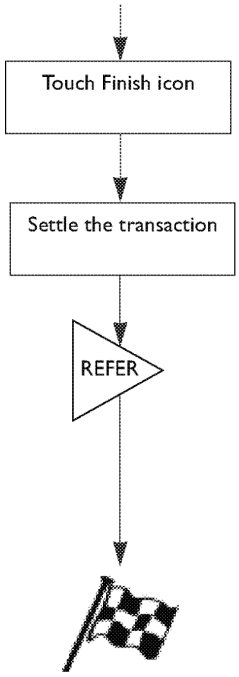
Non OBCS Pension & Allowances (NI)



- Touch the Finish icon

- Settle the transaction.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

Please note: If there are no value items displayed in the Transaction Stack, on the right hand side of the screen, touch the Finish icon to complete the transaction and the Serve Customer menu will be displayed.

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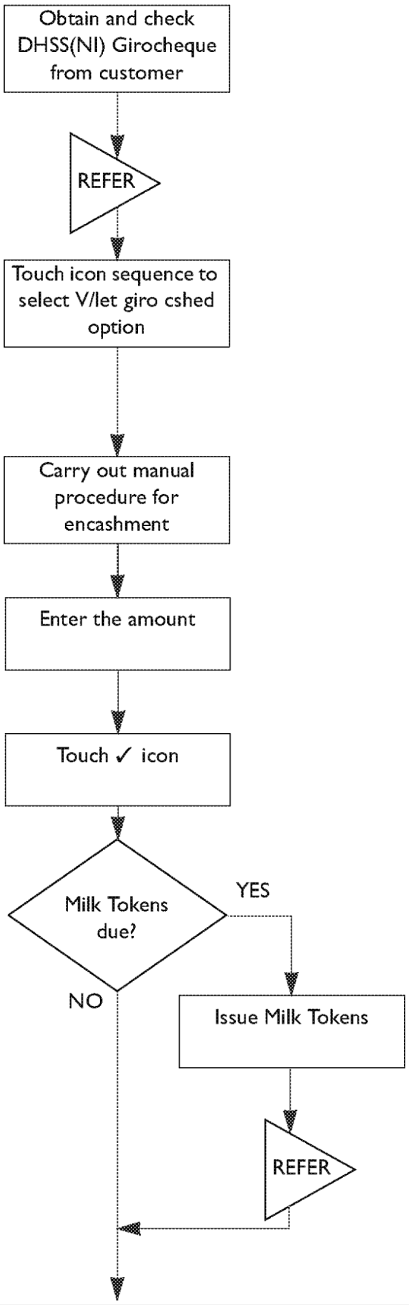
13 Cashing DHSS (NI) Girocheques

When a customer presents an DHSS (NI)Girocheque for encashment:



- Obtain the DHSS(NI) Girocheque from the customer and make the usual checks

  For information on checking DHSS(NI) Girocheque† See (i) below

- Select the V/let giro cshed option by touching the following sequence of icons:
  - Transaction
  - Serve Customer
  - N.Ireland
  - V/let giro cshed
- Carry out the manual procedure for encashment of a DHSS (NI) Girocheque as normal † See (i) below

- Enter the amount using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon

- Check whether Milk Tokens are due

  If Milk Tokens are due:

  - Issue Milk Tokens to the customer

  For information on the issue of Milk Tokens, see subsection 12; Issuing Milk Tokens.

i. See Counters Operations Manual; Social Security Agency booklet; DHSS (NI) Girocheques

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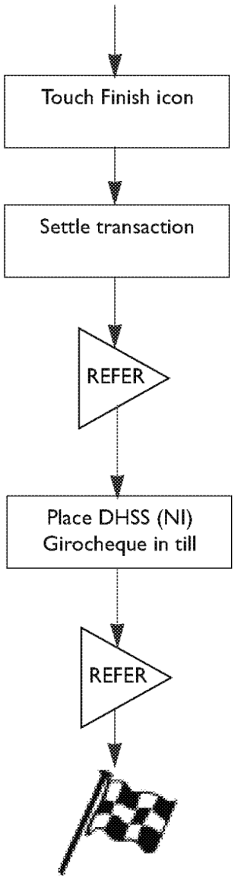
Non OBCS Pension & Allowances (NI)



- Touch the Finish icon

- Settle the transaction

For infomation on settling a transaction, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

- Place the DHSS (NI) Girocheque in your till.

For information on the accounting of DHSS (NI)Girocheques † See (i) below.

For information on producing a weekly report see Reports; Weekly summaries; Producing a weekly counter summary.

i. See Counters Operations Manual; Social Security Agency booklet; DHSS (NI) Girocheques; Weekly accounting and despatch

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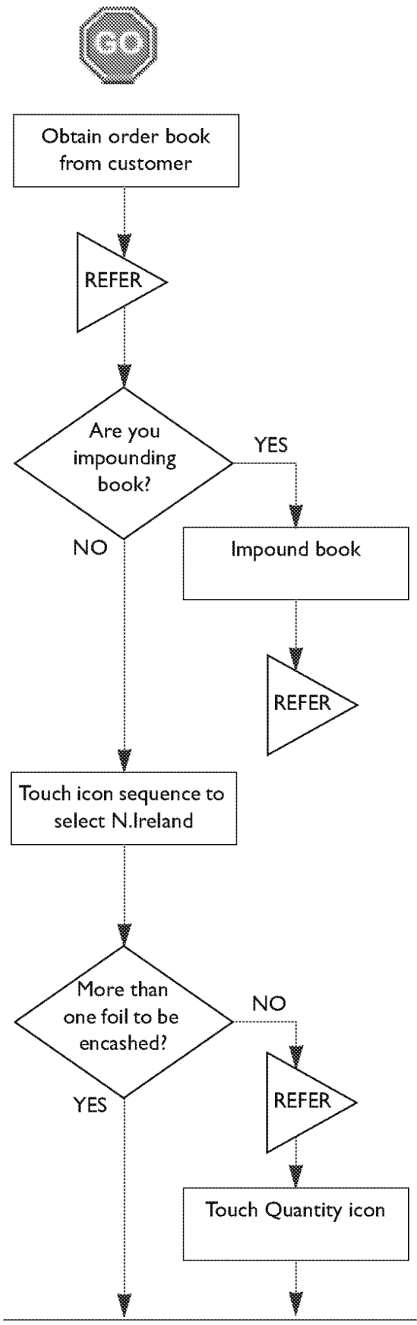
14 Encashing benefit on an order book

Use this procedure when a customer presents a Pension or Allowance order book to encash benefit.

For general instructions on the encashment of Pensions and Allowances † See (i) below.



- Obtain the order book from the customer and make the usual checks

  For information on checking the order book for alterations, etc † See (i) below.

- Check whether you need to impound the order book

  If you do:

  - Impound the book

  For information on impounding an order book † See (i) below

- Select the N.Ireland option by touching the following icon sequence:

  - Transactions
  - Serve Customer
  - N.Ireland

- Check to see if there is more than one valid foil to be encashed

  For information of encashing foils † See (ii) below

  If there is more than one foil to encash:

  - Touch the Quantity icon

i. See Counters Operations Manual; Social Security Agency booklet; Pensions and Allowances; General information
ii. See Counters Operations Manual; Social Security Agency booklet; Pensions and Allowances; Day of payment

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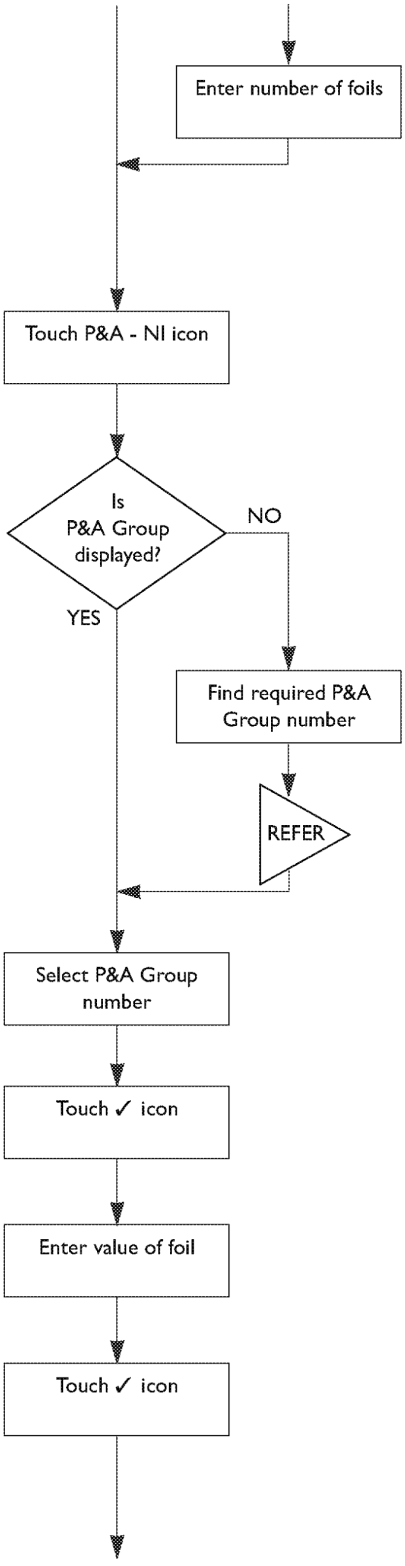
Non OBCS Pension & Allowances (NI)



- Enter the number of valid foils using either
  - the keyboard
  - the on-screen numeric keypad

Please note: If you are entering foils of differing values from a single order book, you will need to complete a separate transaction for each value.

- Touch the P & A - NI icon

  The screen will display a picklist of P & A Group numbers.

- Check whether the Pension & Allowance Group is displayed

  If the Pension & Allowance Screen is not displayed:

  - Find the Pension & Allowance Group number from the picklist.

  For information on using a picklist, see System Administration; System features; Using picklists.

- Select the Pension & Allowance Group number for which you wish to pay benefit

  The Pension & Allowance Group number will be highlighted in yellow.

- Touch the ✓ icon

- Enter the value of the foil

- Touch the ✓ icon

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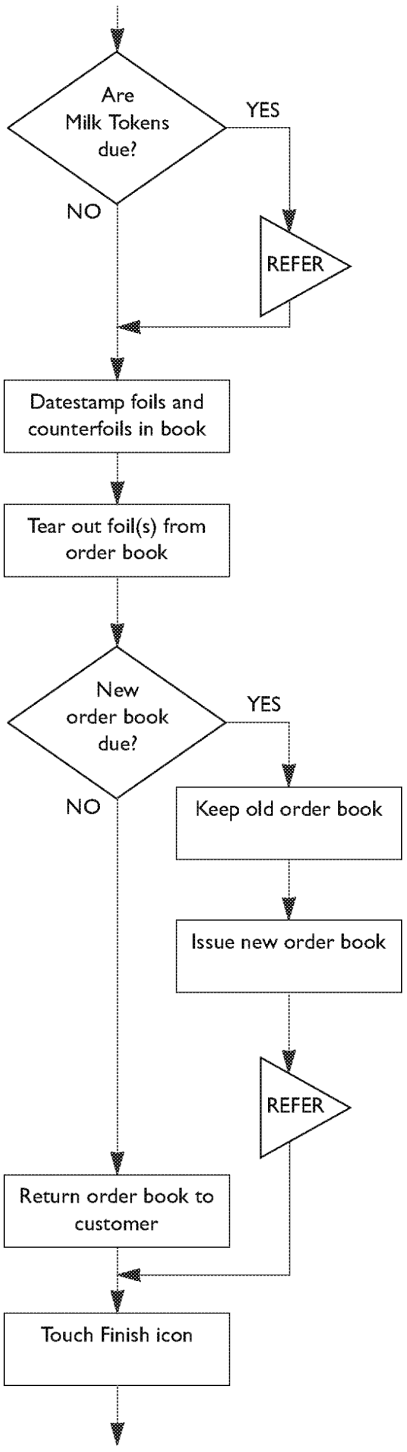
Non OBCS Pension & Allowances (NI)



- Check the order book to see if there are Milk Tokens due

  If there are Milk Tokens due:

  For information on Milk Tokens, see subsection 12; Issuing Milk Tokens.

- Datestamp the appropriate foil(s) and counterfoil(s) in the order book

- Tear out the encashed foil(s) from the order book

  If more foils are to be entered, repeat the prcedure from flowchart box 'Touch icon sequence to select N.Ireland' on page 54.

- Check whether a new order book is due

  If a new order book is due:

  - Keep the old order book

  - Issue the new order book

  For information on issuing new order books, † See (i) below

- Return order book to the customer

- Touch the Finish icon

i. See Counters Operations Manual; Social Security Agency booklet; Pensions and Allowances; Collection of renewal order book from post office

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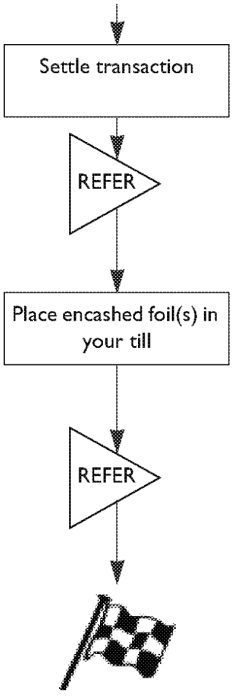
Non OBCS Pension & Allowances (NI)



- Settle the transaction

  For information on settling a transaction, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

- Place the encashed foil(s) in your till

  For information on accounting for encashed Pension & Allowance foils,subsection 7; Producing and reconciling a weekly P&A report (NI) or† See (i) below

i. See Counters Operations Manual; Social Security Agency booklet; Pensions and Allowances; Weekly accounting and despatch

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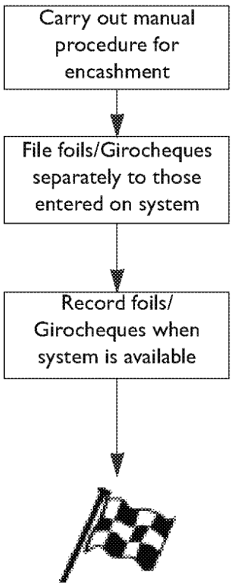
15 Encashing benefit when the Horizon system is unavailable

15.1 Benefit encashment fallback

Use this procedure when the Horizon system is unavailable and a customer wishes to encash an order book or DHSS (NI) Girocheque.

Please note: If you are in an office with more than one terminal, you should use another terminal whenever possible.



- Carry out the manual procedure for encashment as appropriate† See (i) below
- File the encashed order foils and paid Girocheques separately from those you accepted when the system was available
- Record the order foils and Girocheques when the Horizon system is available again, see paragraph 15.2; page 59.

i. See Counters Operations Manual; Social Security Agency booklet; Pensions and Allowances; Standard payment procedure or See Counters Operations Manual; Social Security Agency booklet; DHSS (NI) Girocheques; Counter procedure

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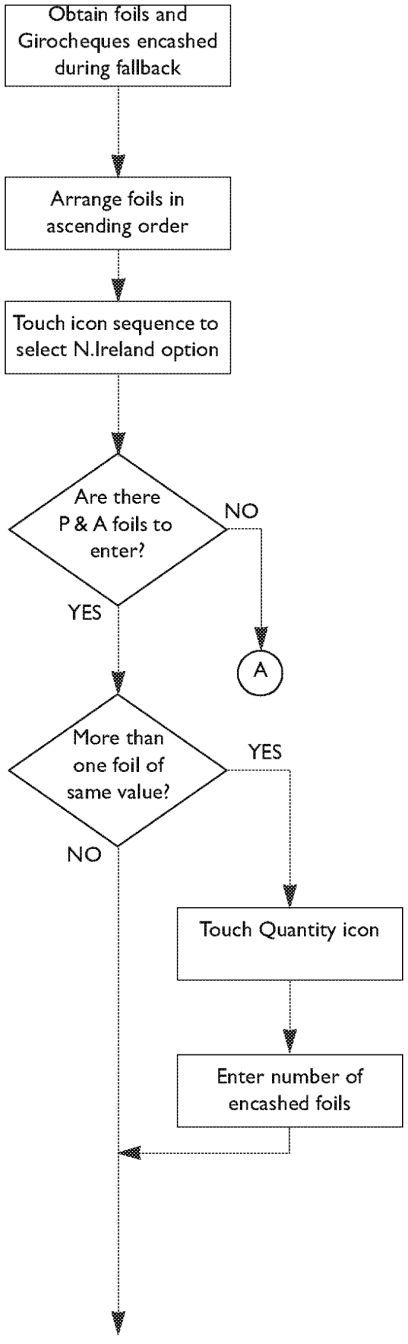
Non OBCS Pension & Allowances (NI)

15.2 Benefit encashment recovery

Use this procedure when the system is restored and you need to record encashments made while the Horizon system was unavailable.



- Obtain all order foils and DHSS (NI) Girocheques encashed while the system was unavailable

  Please note: These foils should have been stored separately from foils encashed when the Horizon system was available.

- Arrange the order foils in Pension or Allowance Group Number order, and then ascending order of value for ease of input

- Select the N Ireland option by touching the following icon sequence:

  - Transactions
  - Bulk input
  - N.Ireland

- Check whether there are any Pension & Allowance foils to enter

If there are no Pension & Allowance foils to enter:

- Go to 'A' on page 61.

If there are Pension & Allowance foils to enter:

- Check to see if there is more than one order foil of the same Group number and value.

If there is more than one foil of the same Group number and value:

- Touch the Quantity icon

- Enter the number of encashed foils using either

  - the keyboard
  - the on-screen numeric keypad

Please note: If you are entering foils from one order book that are of different values, you will need to complete a separate transaction for each value.

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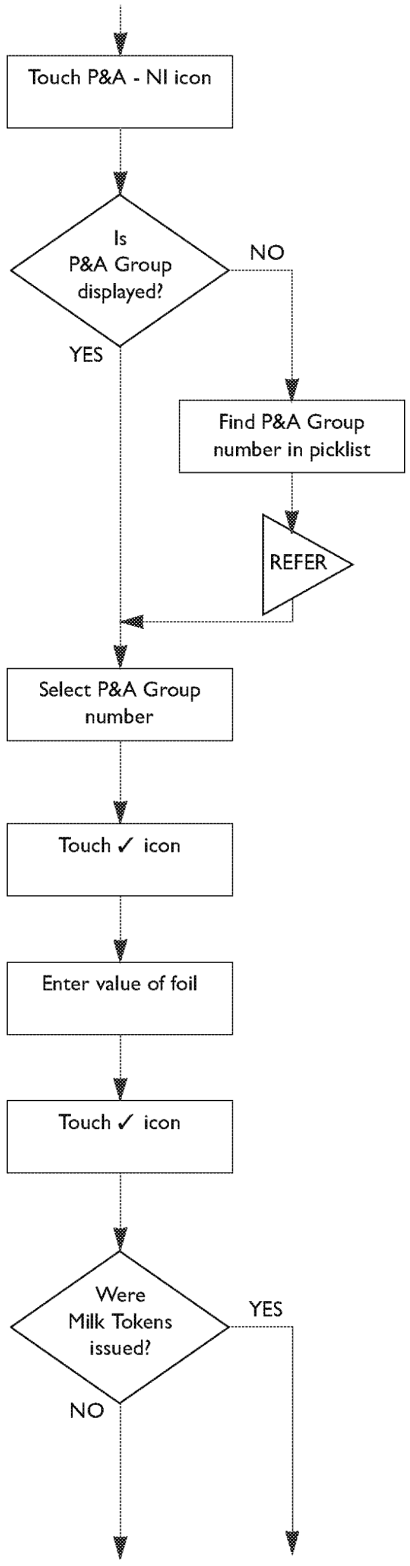
Non OBCS Pension & Allowances (NI)



- Touch the P & A - NI icon

  The screen will display a picklist of P & A Group numbers.

- Check whether the Pension & Allowance Group screen is displayed

  If the Pension & Allowance Group screen is not displayed:

  - Locate the Pension & Allowance Group number from the picklist

  For information on using a pick list, see System Administration; System features; Using picklists.

- Select the Pension & Allowance Group number for the type of benefit encashed

  The Pension & Allowance Group number will be highlighted in yellow.

- Touch the ✓ icon

- Enter the value of the foil

- Touch the ✓ icon

- Check the foil to see if Milk Tokens were issued

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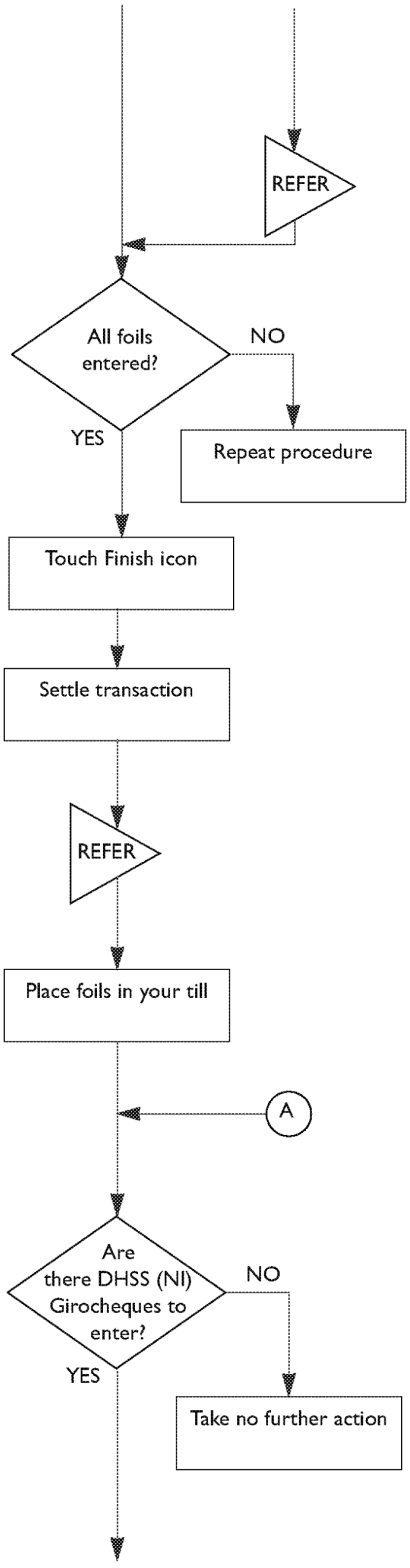
Non OBCS Pension & Allowances (NI)



If Milk Tokens were issued:

Please note: Milk Tokens are not recovered through the recovery process. If you need to recover Milk Tokens you must issue them through the normal process.

For information on Milk Tokens, see subsection 12; Issuing Milk Tokens, starting from flowchart box 'Enter number of Milk Tokens due' on page 50.

- Check whether all of the foils have been entered

If there are more foils to enter:

- Repeat the procedure from the flow-chart box 'Are there P & A foils to enter?' on page 59.

- Touch the Finish icon

- Settle the transaction

For information on settling a transaction, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

- Place the encashed order foils in your till

- Check whether there are any encashed DHSS (NI) Girocheques to enter

If there are no DHSS (NI) Girocheques to enter:

- Take no further action.

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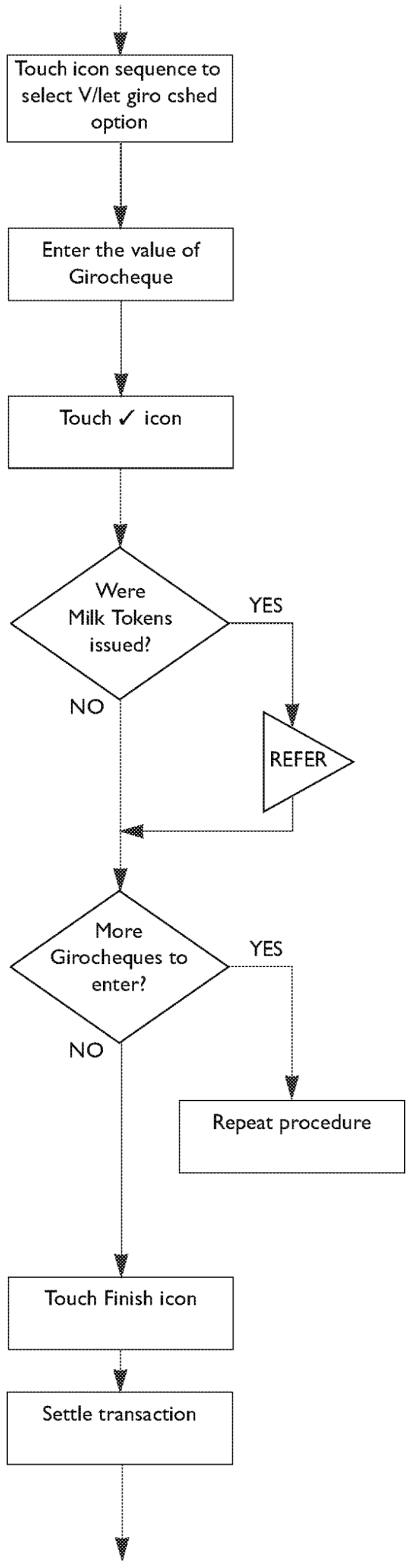
Non OBCS Pension & Allowances (NI)



If there are DHSS (NI) Girocheques to enter:

- Select the V/let giro cshed option by touching the V/let giro cshed icon

- Enter the value of the DHSS (NI) Girocheque by using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon

- Check the Girocheque to see if Milk Tokens were issued

If Milk Tokens were issued:

For information on Milk Tokens, see subsection 12; Issuing Milk Tokens, starting from flowchart box 'Enter number of Milk Tokens due' on page 50.

- Check whether all of the encashed Girocheques have been entered

If you have more DHSS (NI) Girocheques to enter:

- Repeat the procedure from the flow-chart box 'Are there DHSS (NI) Girocheques to enter?' on page 61.

If there are no more DHSS (NI) Girocheques to enter:

- Touch the Finish icon

- Settle the transaction

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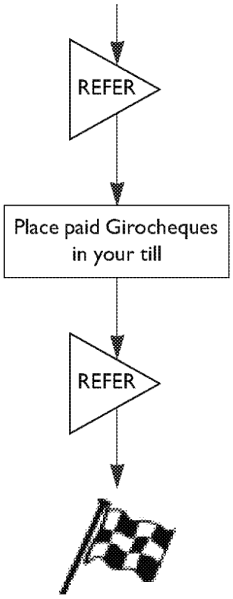
Non OBCS Pension & Allowances (NI)



For information on settling a transaction, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions

- Place the paid Girocheques in your till.

For information on accounting for Girocheques† See (i) below

i. See Counters Operations Manual; Social Security Agency booklet; DHSS (NI) Girocheques; Weekly accounting and despatch

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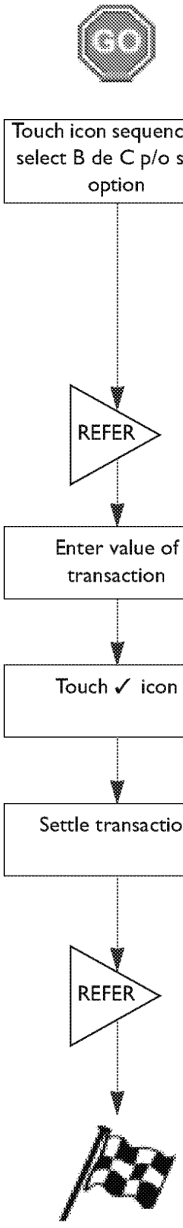
16 Bureau de Change Pre-order

Please note: This procedure is for Pre-order offices only.

16.1 Payment for Pre-order service

When a customer pays for the Pre-order service:



- Select the Bureau de Change Pre-order sales option by touching the following icon sequence:
  - Transactions
  - Serve customer
  - Other products
  - Travel
  - Bureau de ch
  - B de C p/o sales
- Complete the manual element of the transaction as normal † See (i) below
- Enter the value of the transaction
- Touch the ✓ icon
- Settle the transaction.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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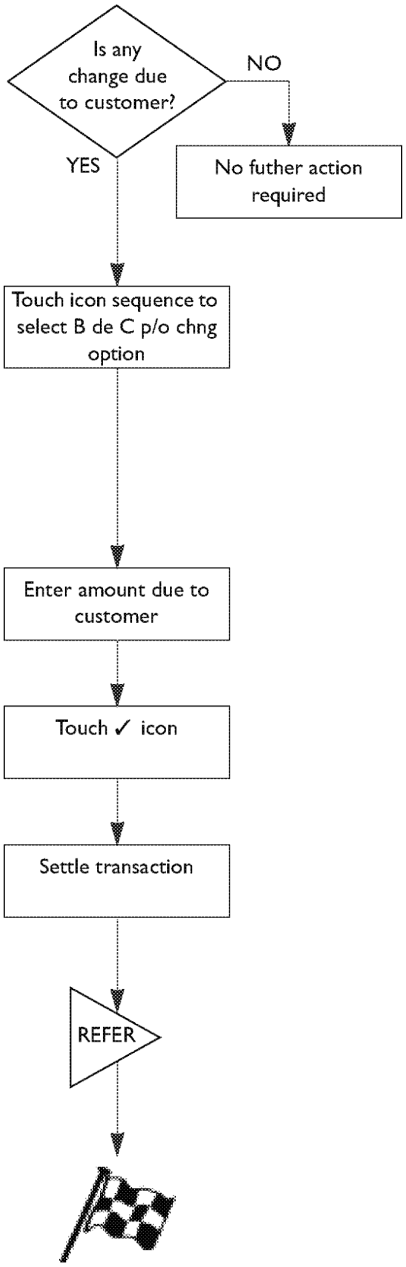
Bureau de Change transactions

16.2 Collection of pre-ordered currency

Use this procedure when the customer returns to collect pre-ordered currency.

You do not have to carry out any procedure on the Horizon System when you receive currency.



- Decide whether any change is due to the customer

  If there is no change due to the customer:

  - No further action is required on the system.

- Select the Bureau de Change Pre-order sales option by touching the following icon sequence:

  - Transactions
  - Serve customer
  - Other products
  - Travel
  - Bureau de ch
  - B de C p/o chng

- Enter the amount due to the customer

- Touch the ✓ icon

- Settle the transaction.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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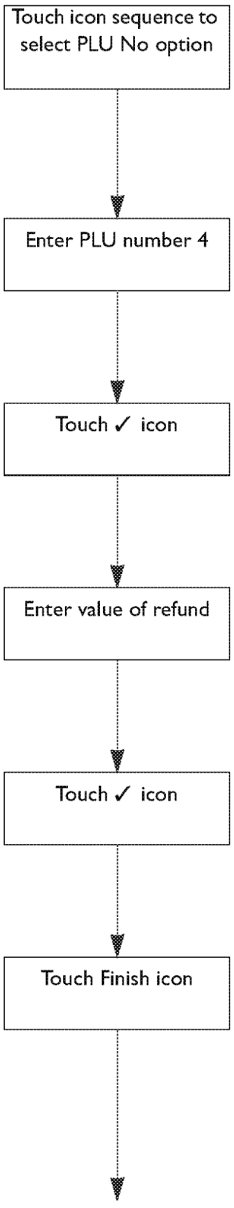
16.3 Accounting for Buy-back transactions

Use this procedure when a customer returns with unused foreign currency or Travellers Cheques.

You must follow the existing manual instructions of the buy back procedure and contact First Rate for the daily 'buy' exchange rates. You should complete the Buy-back form BB1 and despatch as normal. Use the BB1 form to calculate the refund.



- Select the PLU No option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Functions
  - PLU No
- Enter the PLU number 4
- Touch the ✓ icon

  The Voucher to CRU screen will appear.
- Enter the value of the refund
- Touch the ✓ icon
- Touch the Finish icon

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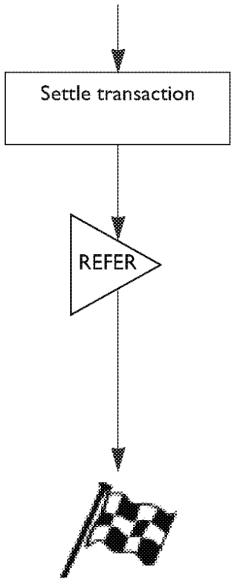
Bureau de Change transactions



- Settle the transaction

  Please note: You must settle the transaction to cash.

  For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

  The refund will now appear in your stock as 'voucher to CRU'. Remit the value of sterling refunded to the customer as a 'Voucher to CRU' to your local Cash Centre with your next available value remittance† See (i) below

  For information on remittances, see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances.

  For information on dealing with vouchers in your stock at the time of stock unit balancing, see Transactions - Other - Part two; Miscellaneous; RD cheques, Vouchers and POCL cheques.

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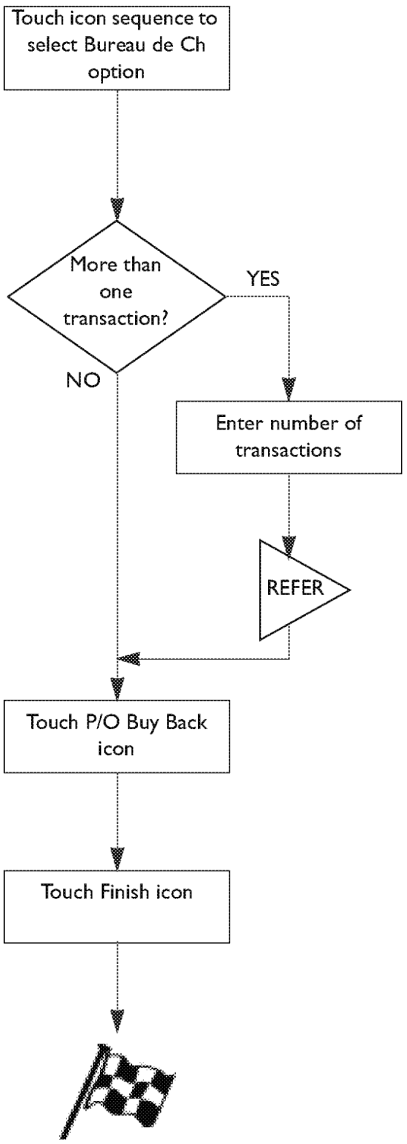
16.4 Recording the volume of Buy-back transactions

Use this procedure when you want to record the volume of Buy-back transactions. This can either be done at the time of serving the customer or anytime prior to completing your stock unit balance. It can be entered as individual transactions or in bulk using the quantity function.



- Select the Bureau de Change option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Other products
  - Travel
  - Bureau de Ch
- Decide whether there is more than one transaction to enter

  If there is:

  * Enter the number of transactions you want to record by using the following:

  - the keyboard (and typing in the number)
  - the quantity icon

  For information on using the Quantity icon, see System Administration; System features; Using the Quantity icon.

- Touch the P/O Buy Back icon

  An icon will be displayed in the transaction stack showing the quantity and value of zero.

- Touch the Finish icon

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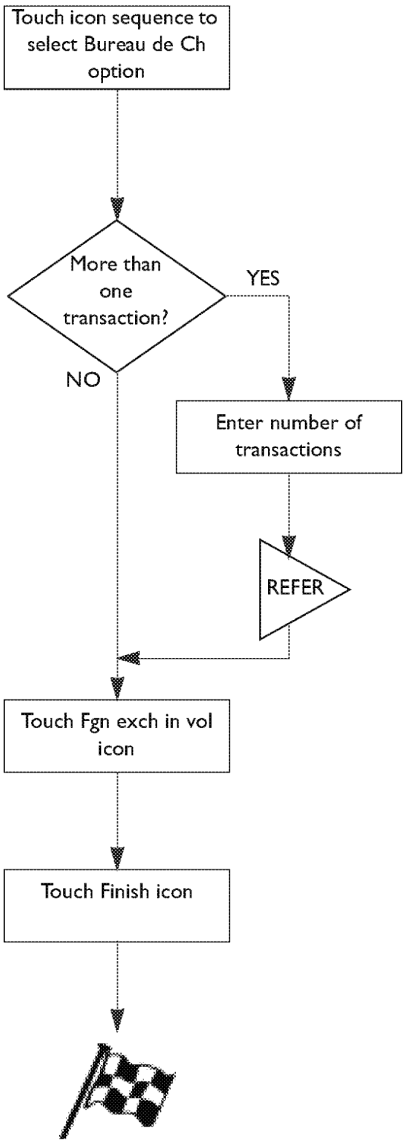
Bureau de Change transactions

16.5 Recording the volume of credit/debit card transactions

Use this procedure when you want to record the volume of credit/debit transactions for the purchase of Pre-order Foreign currency.



- Select the Bureau de Change option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Other products
  - Travel
  - Bureau de Ch
- Decide whether there is more than one transaction to enter

  If there is:

  * Enter the number of transactions you want to record by using the following:
  - the keyboard (and typing in the number)
  - the quantity icon

  For information on using the Quantity icon, see System Administration; System features; Using the Quantity icon.

- Touch the Fgn exch in vol icon

  An icon will be displayed in the transaction stack showing the quantity and value of zero.

- Touch the Finish icon

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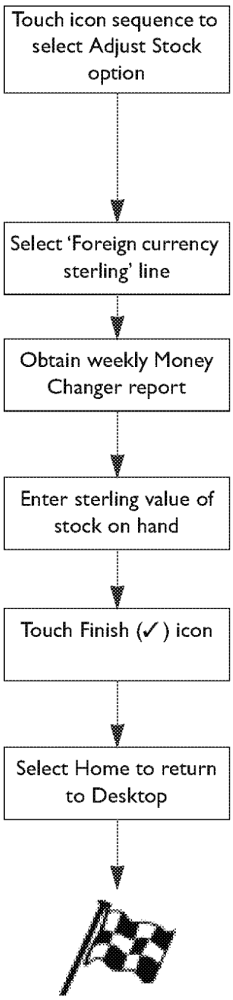
17 Bureau de Change On Demand

Please note: These procedures are for use in On Demand offices only for end of week accounting. Figures are obtained from the Money Changer reports and manual summaries.

17.1 Entering current sterling value of stock on hand

Use this procedure when you need to enter the Sterling value of your stock on hand at the end of the Cash Account week:



- Select the Adjust Stock option by touching the following icon sequence:
  - Stock Balancing
  - Adjust stock

  The screen will display a picklist.
- Select 'Foreign currency sterling' by touching the relevant line
- Obtain your weekly Money Changer report
- Enter the sterling value of your current stock on hand
- Touch the Finish (✓) icon
- Select Home to return to the Desktop

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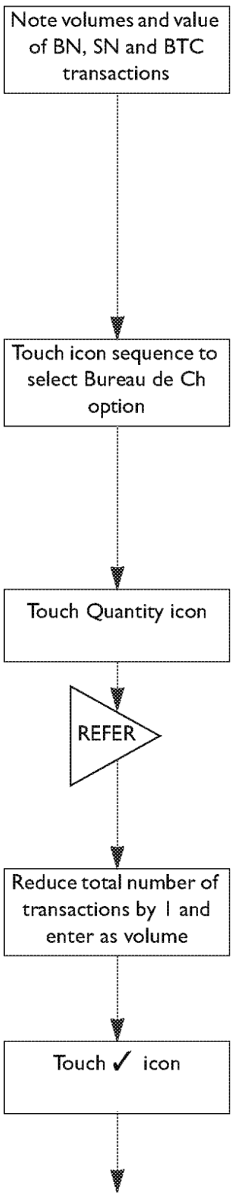
Bureau de Change transactions

17.2 Entering the value of commission and the volume of bought notes, sold notes and bought travellers cheques transactions

Use this procedure when you need to enter the volume and value of commission of bureau de change transactions accepted during the Cash Account week for bought notes (BN), sold notes (SN) and bought travellers cheques (BTC) transactions. Do not include the volume for sold travellers cheques (STC) transactions. The BN, SN and BTC foreign currency transaction volumes are obtained from the Money Changer report.



- Obtain and note down the volumes of BN, SN and BTC transactions and the value of commission for all transactions

  Please note: If your office also has business customers then volumes for business customers sales and purchases must be subtracted from the cumulative total. Volume for business customers can be obtained from the BURCORP3 and BURCORP8 forms.

- Select the Bureau de Change option by touching the following icon sequence:

  - Transactions
  - Serve Customer
  - Other products
  - Travel
  - Bureau de Ch

- Touch the Quantity icon

  For information on using the Quantity icon, see System Administration; System features; Using the Quantity icon

- Reduce the total number of transactions by 1 and enter this as the volume (for example, if the total number of BN, SN and BTC transactions minus the volume of business sales and purchases if applicable equals 19, enter 18 as the total volume of transactions)

- Touch the ✓ icon

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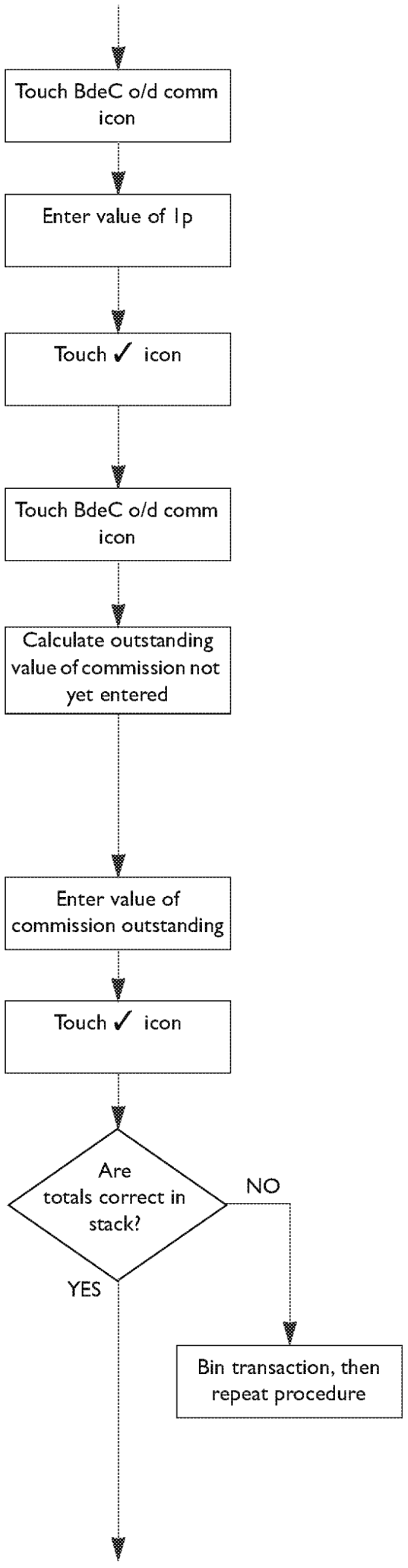
Bureau de Change transactions



- Touch the BdeC o/d comm icon
- Enter a value of 1p
- Touch the ✓ icon

  The system will multiply the volume of transactions by 1p, for example, 18 transactions will appear as £0.18 in the transaction stack.
- Touch the BdeC o/d comm icon
- Calculate the outstanding value of commission not yet entered on to the Horizon system

  For example: If the total commission on the money changer report equals £86.56, the outstanding commission not yet entered would equal £86.38 (£86.56 less 18p).
- Enter the value of commission outstanding, for example, £86.38
- Touch the ✓ icon
- Examine the Transaction Stack to confirm that the total value of the commission and the total volume of transactions agrees with that shown on the Money Changer report

  If the totals are not correct:

  - Use the Bin icon to delete the incorrect transaction, then repeat the procedure correctly. For information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment

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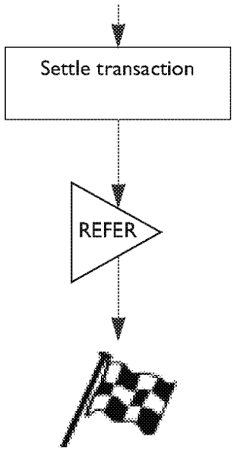
Bureau de Change transactions



- Settle the transaction to cash.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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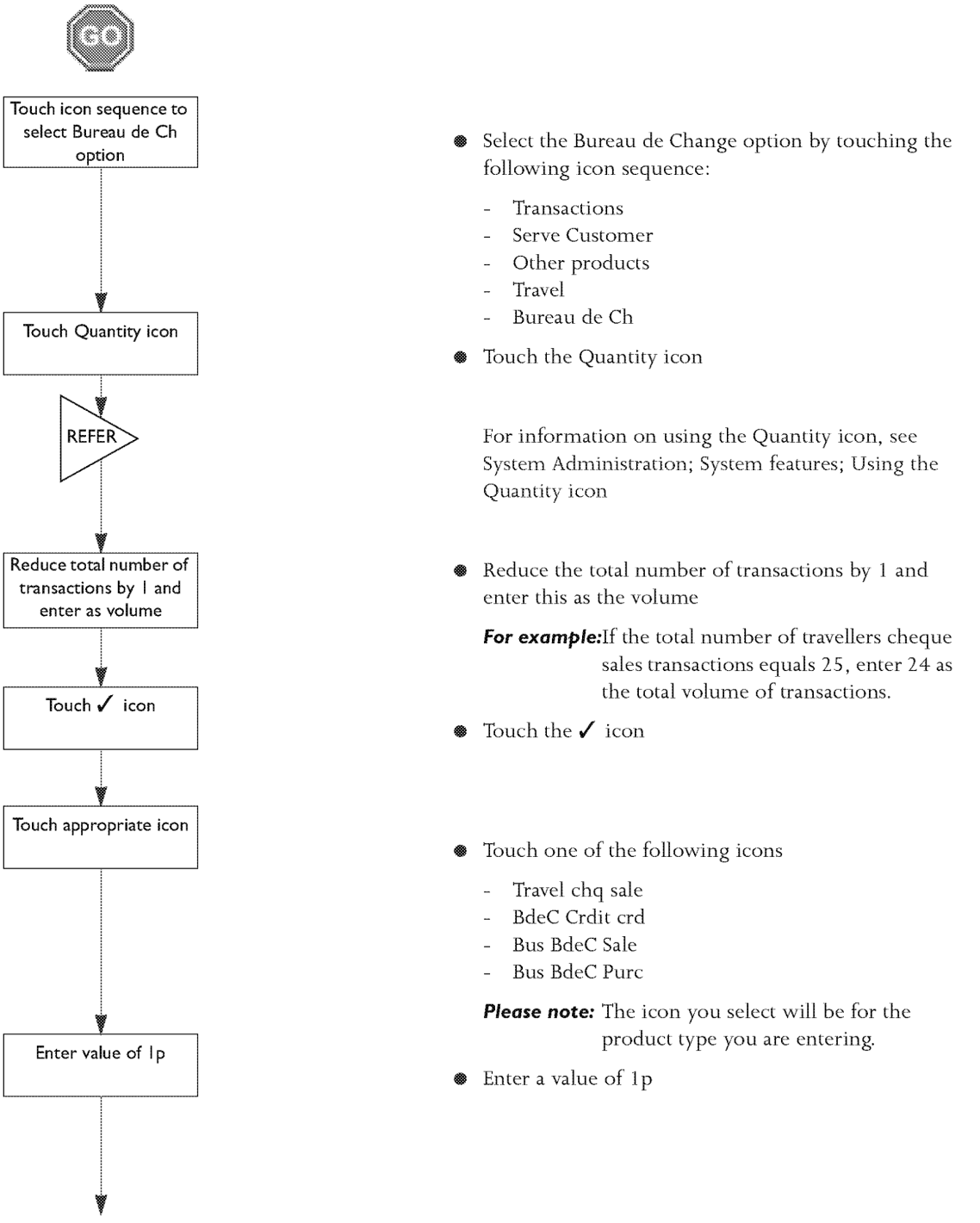
17.3 Entering the volume and value of credit/debit card transactions, travellers cheques sales and business customer sales and purchases

Use this procedure when you need to enter the volume and value of credit/debit card transactions, travellers cheque sales and business customer sales and purchases



- Select the Bureau de Change option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Other products
  - Travel
  - Bureau de Ch
- Touch the Quantity icon

For information on using the Quantity icon, see System Administration; System features; Using the Quantity icon

- Reduce the total number of transactions by 1 and enter this as the volume

For example: If the total number of travellers cheque sales transactions equals 25, enter 24 as the total volume of transactions.

- Touch the ✓ icon

- Touch one of the following icons
  - Travel chq sale
  - BdeC Crdit crd
  - Bus BdeC Sale
  - Bus BdeC Purc

Please note: The icon you select will be for the product type you are entering.

- Enter a value of 1p

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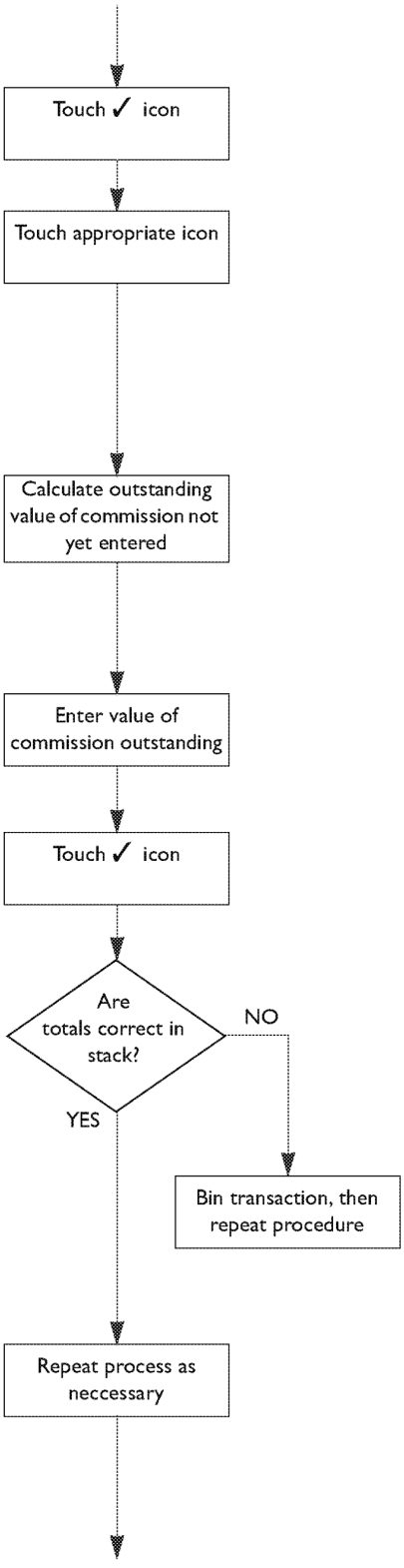
Bureau de Change transactions



- Touch the ✓ icon

  The system will multiply the volume of transactions by 1p, for example, 24 transactions will appear as £0.24 in the transaction stack.

- Touch one of the following icons

  - Travel chq sale
  - BdeC Crdit crd
  - Bus BdeC Sale
  - Bus BdeC Purc

  Please note: The icon you select will be for the product type you are entering.

- Calculate the outstanding value of the transactions not yet entered on to the Horizon system

  For example: If the total travellers cheques sales are £1500 the outstanding value not yet entered equals £1499.76 (£1500 less 24p).

- Enter the value outstanding, for example, £1499.76

- Touch the ✓ icon

- Examine the Transaction Stack to confirm that the total value of the commission and the total volume of transactions agrees with that shown on the Money Changer report

  If the totals are not correct:

  - Use the Bin icon to delete the incorrect transaction, then repeat the procedure correctly. For information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment

- Repeat the process for each type of Bureau de Change transaction you need to enter

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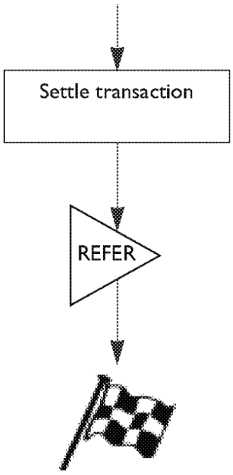
Bureau de Change transactions



When all the Bureau de Change transactions have been processed:

- Settle the transaction to cash.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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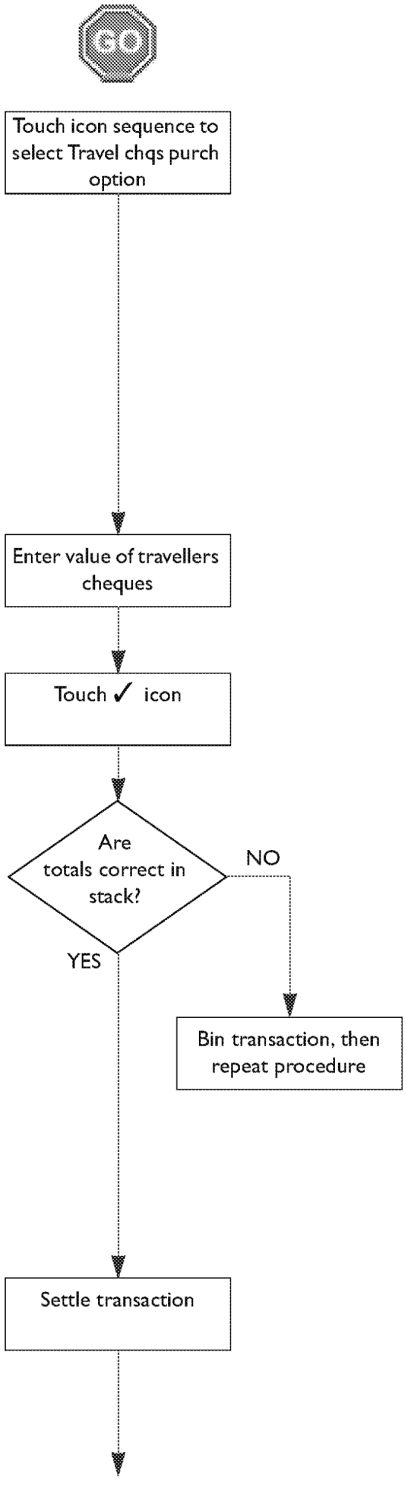
Bureau de Change transactions

17.4 Entering the volume and value of travellers cheques purchased

Use this procedure when you need to enter the volume and value of travellers cheques purchased.



- Select the Travel cheques purchased option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Other products
  - Travel
  - Bureau de Ch
  - Travel chqs purch

  Please note: Only the value of travellers cheques purchased is recorded on the Cash Account. The volume does not need to be entered.
- Enter the value of travellers cheques purchased
- Touch the ✓ icon
- Examine the Transaction Stack to confirm that the total value of the commission and the total volume of transactions agrees with that shown on the Money Changer report

  If the totals are not correct:

  - Use the Bin icon to delete the incorrect transaction, then repeat the procedure correctly, for information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment

  If all the Bureau de Change transactions have been processed:
- Settle the transaction to cash.

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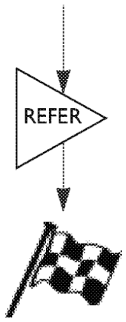
Bureau de Change transactions



For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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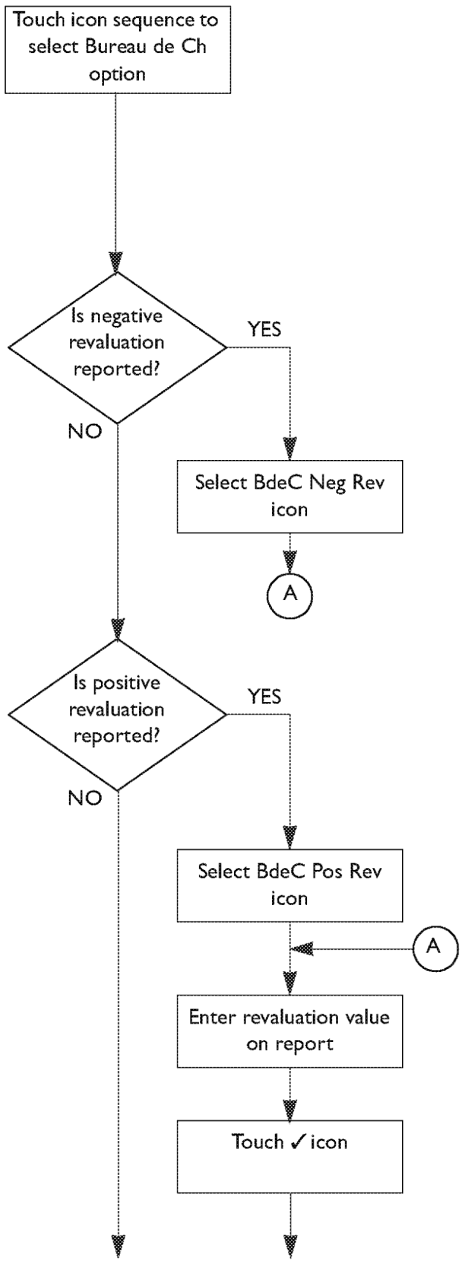
Bureau de Change transactions

17.5 Revaluation of Foreign currency sterling equivalent

Use this procedure when you reach the end of the Cash Account week and fluctuations of the currency market have caused a change in the value of your foreign currencies.

If your weekly Money Changer report indicates that no positive or negative revaluation has taken place, you will not need to carry out this procedure.



- Select the Bureau de change option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Other Products
  - Travel
  - Bureau de Ch
- Check whether a negative revaluation is reported on the weekly Moneychanger report

If you need to adjust the value of your foreign currency because a negative revaluation is reported:

- Select the BdeC Neg Rev icon
- Go to next 'A' on page 79
- Check whether a positive revaluation is reported on the weekly Money Changer report

If you need to adjust the value of your foreign currency because a positive revaluation is reported:

- Select the BdeC Pos Rev icon
- Enter the value of the revaluation as shown on the weekly Moneychanger report
- Touch the ✓ icon

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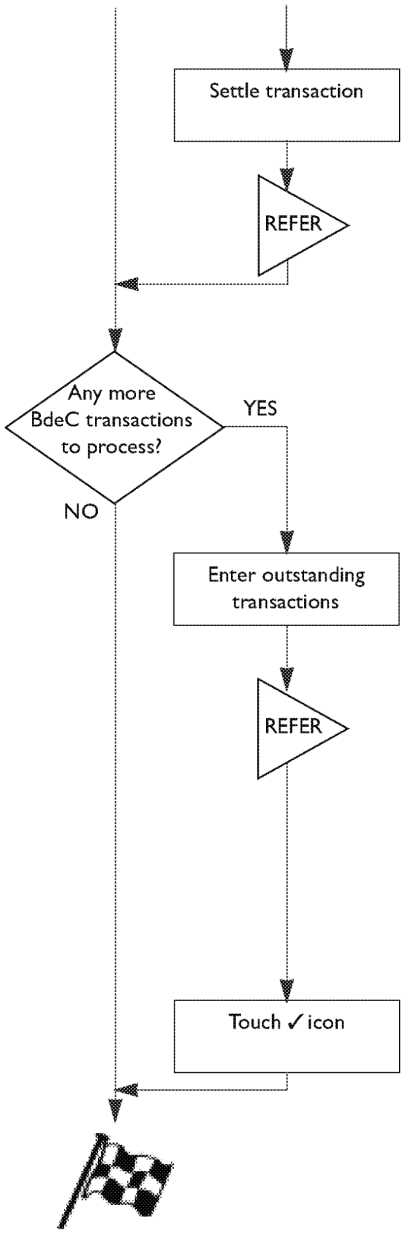
Bureau de Change transactions



- Settle the transaction to cash

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

If the valuation is not reported as positive:

- Check whether all Bureau de Change transactions have been entered

If there are more Bureau de Change transactions to process:

- Enter the outstanding transactions

For information on entering current sterling value of stock on hand, see Transactions - Serve Customer - Part two; Bureau de Change transactions; Bureau de Change On Demand; paragraph 17.1; page 70.

For information on entering the value of other Bureau de Change transactions, see Transactions - Serve Customer - Part two; Bureau de Change transactions; Bureau de Change On Demand; paragraph 17.2; page 71.

- Touch the ✓ icon.

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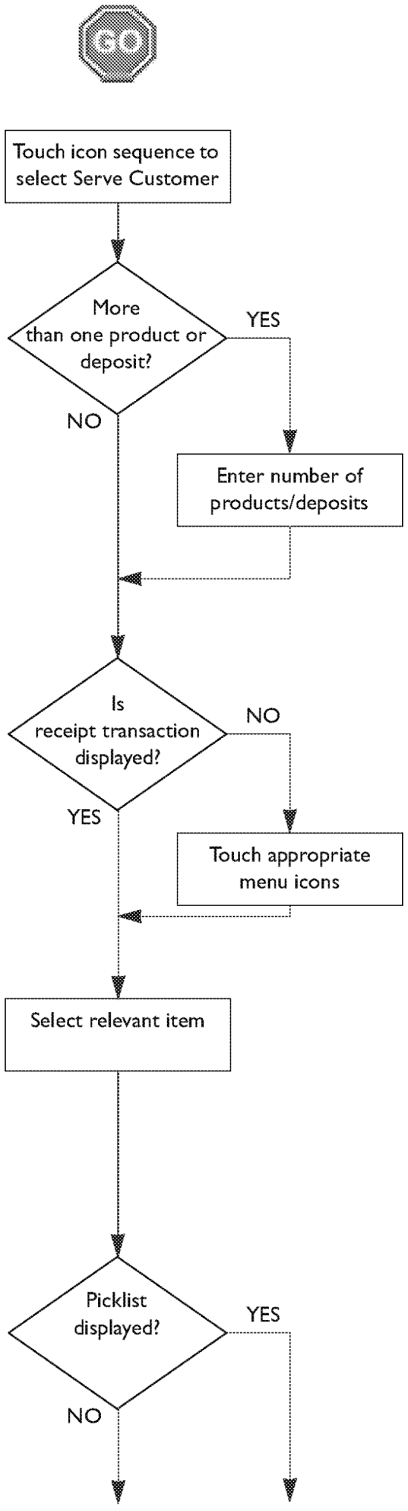
18 Receipt transactions



When you need to carry out a transaction resulting in a payment from the customer (for example, an MVL, TV Licence, Alliance & Leicester Giro deposit, Insurance):

- Select the Serve Customer option by touching the following icon sequence:
  - Transactions
  - Serve Customer
- Decide whether the receipt transaction consists of more than one product or deposit of the same value

If the receipt transaction consists of more than one product or deposit:

- Enter the number of products/deposits by using either of the following:
  - the keyboard
  - the Quantity icon, see System Administration; System features; Using the Quantity icon
- Examine the screen to see whether the receipt transaction is displayed

If the receipt transaction is not displayed:

- Touch the appropriate menu icons until the product/deposit is displayed.
- Touch the relevant icon(s) for the item

Please note: There are a number of products/services (for example Girobank deposits) which you have to enter individually because further details are required. In this case the default volume (1) cannot be amended. The Horizon system will display a warning message if you have increased this.

- Examine the screen to see whether the Horizon system is displaying a picklist

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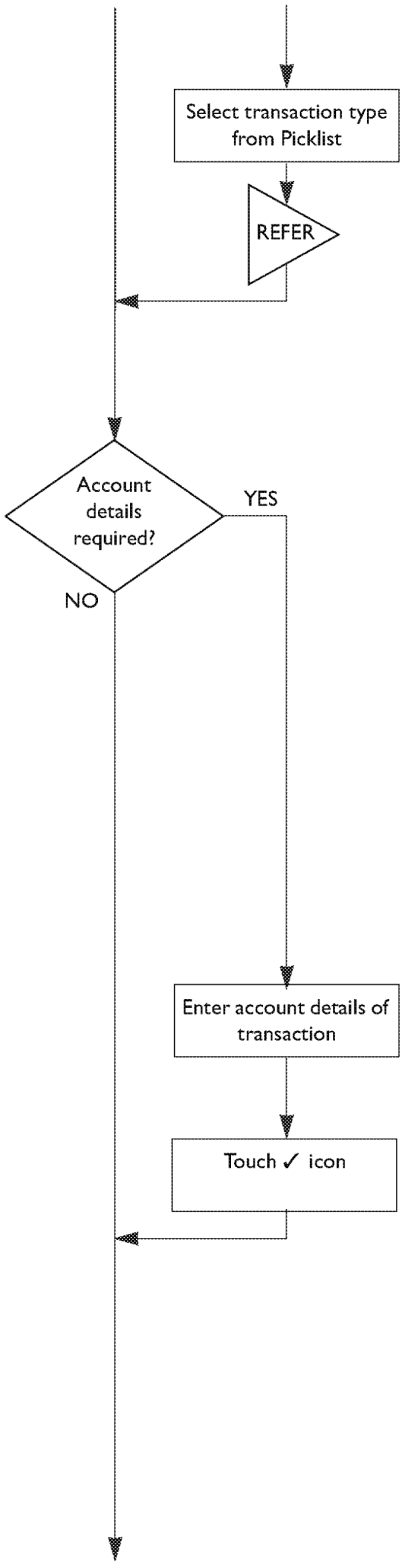
Receipt transactions



If a picklist is displayed on screen:

- Select the required transaction type from the picklist.

For information on picklists, see System Administration; System features; Using picklists.

- Examine the screen to see whether the transaction requires account or customer reference details

Please note: The number of digits that must be entered will vary depending on the product.

For example: For a Girobank transaction you can enter between 7 and 9 digits, for a BT bill transaction you can enter 12 digits etc.

If account or customer reference details are required:

The Horizon system will display the A/C Details screen.

- Enter the required account details using either of the following:
  - the keyboard
  - the alphanumeric pad
- Touch the ✓ icon to confirm details.

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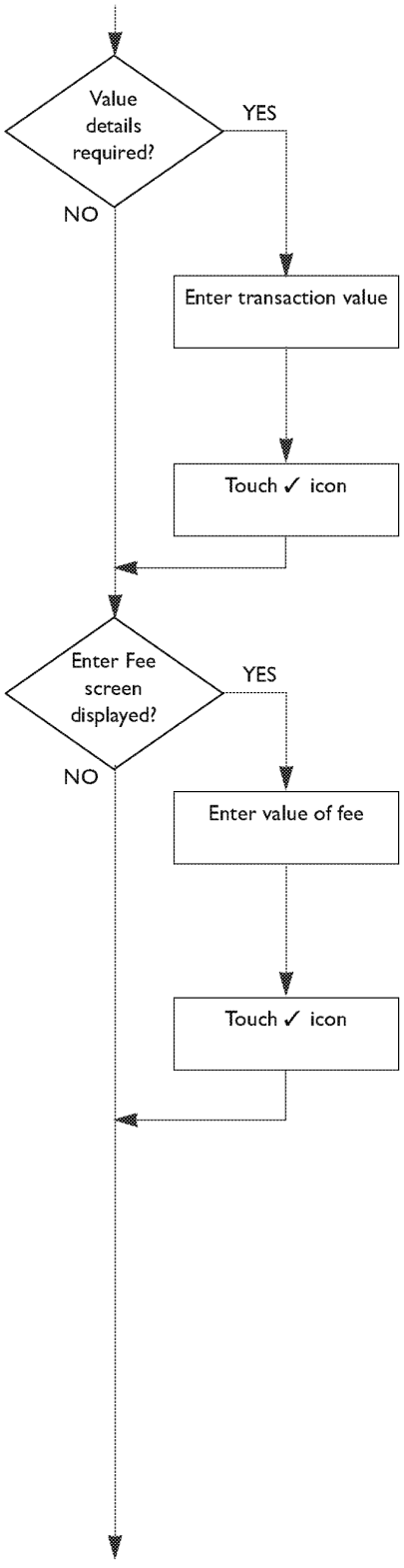
Receipt transactions



- Examine the screen to see whether the transaction requires value details

If value details are required:

The Horizon system will display the amount screen.

- Enter the transaction value

Where a product or service has an associated charge (for example, the fee for processing a child's Passport) the net value payment only should be entered as the system will automatically add any associated charges.

- Touch the ✓ icon to confirm the value.

The Horizon system will prompt you if you have entered an invalid value for the particular product/ service (eg. a value greater than the system will allow for the product).

- Examine the screen to see whether the Enter Fee screen is displayed

If the Enter Fee screen is displayed:

- Enter the value of the fee

The system will display a default amount.

Please note: If the default amount shown is incorrect, touch the ✗ icon and enter the correct amount

- Touch the ✓ icon.

The transaction will be placed in the stack.

Please note: The value in the stack includes any fee taken.

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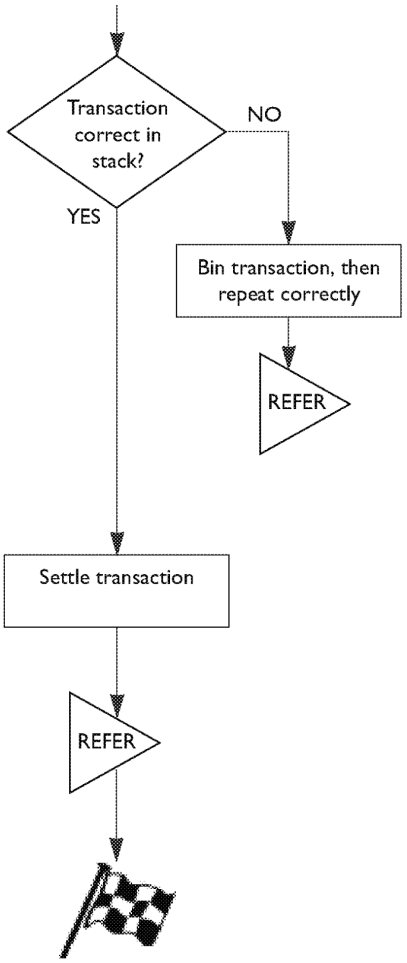
Receipt transactions



- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  If the details in the stack are incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

  For information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment

- Settle the transaction.

  For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions

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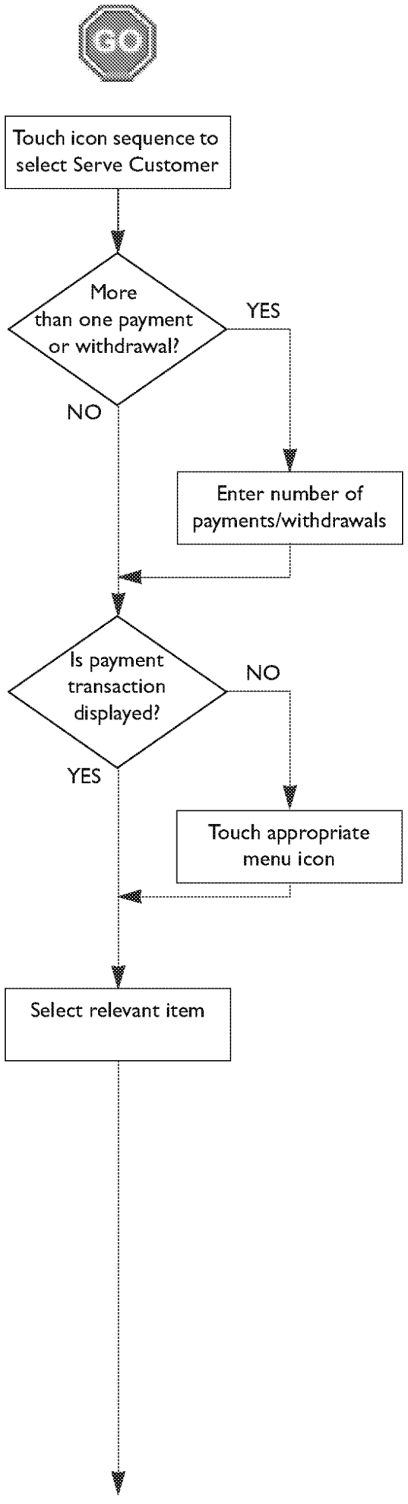
19 Payment transactions



When you need to carry out a transaction resulting in a payment to the customer (for example, Alliance & Leicester Giro withdrawals, National Savings withdrawals, Co-op cheque encashment):

- Select the Serve Customer option by touching the following icon sequence:
  - Transactions
  - Serve Customer
- Decide whether the transaction consists of more than one payment or withdrawal of the same value

If the transaction consists of more than one payment or withdrawal:

- Enter the number of payments/withdrawals by using either of the following:
  - the keyboard
  - the Quantity icon see System Administration; System features; Using the Quantity icon
- Examine the screen to see whether the type of payment or withdrawal the customer requires is displayed

If the payment transaction is not displayed:

- Touch the appropriate menu icons until the payment/withdrawal is displayed.

- Touch the relevant icon(s) for the item

Please note: There are a number of services (for example, Girobank Withdrawals) that you have to enter individually because further details are required. In this case the default volume (1) cannot be amended. The Horizon system will display a warning message if you have increased this.

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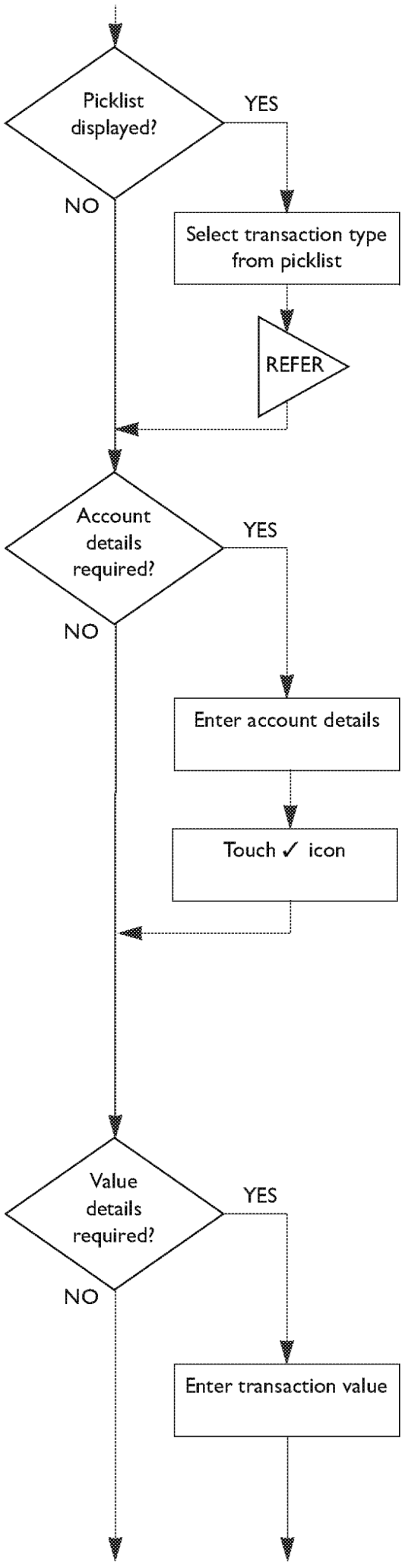
Payment transactions



- Examine the screen to see whether the Horizon system is displaying a picklist

  If a picklist is displayed on screen:

  - Select the required transaction type from the picklist.

  For information on using a Picklist, see System Administration; System features; Using picklists.

- Examine the screen to see whether the transaction requires account or customer reference details

  Please note: The number of digits that must be entered will vary depending on the product.

  For example: For a Girobank transaction you can enter between 7 and 9 digits, for a BT bill transaction you can enter 12 digits etc.

  If account or customer reference details are required:

  The Horizon system displays the A/C details screen.

  - Enter the required account details using either of the following:
    - the keyboard
    - the alphanumeric pad
  - Touch the ✓ icon to confirm details.

- Examine the screen to see whether the transaction requires value details

  If value details are required:

  The Horizon system will display the amount screen.

  - Enter the transaction value

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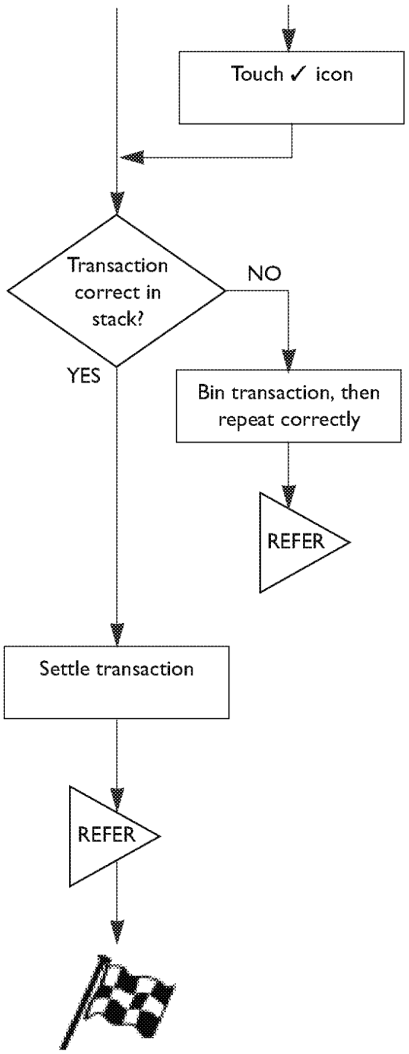
Payment transactions



- Touch the ✓ icon to confirm the value.

Please note: The Horizon system will prompt you if you have entered an invalid value for a particular product/service (eg. a value greater than the system will allow for the product).

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

If the details in the stack are incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment

- Settle the transaction.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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Introduction

Introduction

This booklet contains information about Postal Revenue transactions, using the scales, selling stock items, system failure and recovery procedures and a miscellaneous section.

The miscellaneous section contains information about settling transactions, printing a receipt, pre-purchase transactions, non value transactions, vouchers, local schemes, cashing other bank's cheques and discounting retail items.

The system failure and recovery section explains how to complete EPOSS transactions interrupted by system failure and enter bulk transactions following system failure.

For information about Automated Payments see the Transactions - Serve Customer - Part one booklet.

For informations about OBCS and non-OBCS Pensions and Allowances, Bureau de Change transactions, receipt or payment transactions, the Transactions - Serve Customer - Part two booklet.

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Postal revenue transactions

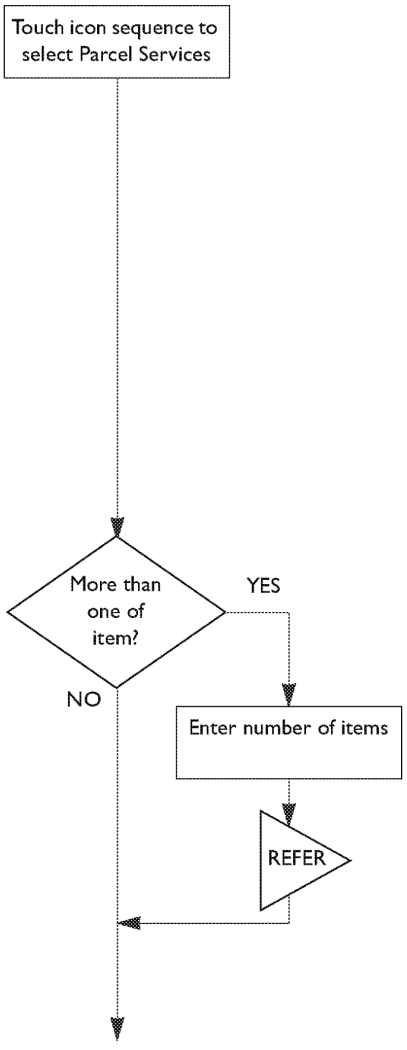
1 Carrying out Parcelforce Worldwide transactions (non-postage sales)

Use this procedure when you need to carry out a Parcelforce Worldwide transaction.

This procedure is only for the Parcel Services listed below.

For information on selling stamps for ordinary or international parcels, see subsection 6; Selling stock items. For information on weighing items, see subsection 3; Calculating postage rates on the Horizon system using the weight obtained from the scales.

For information on recording Discrete Parcel Income, see Transactions - Other - Part two; Miscellaneous; Recording parcel traffic from DPI Schedules.



- Select the Parcel Services option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Other Products
  - Mail Products
  - Parcel Services

  The system will display the Parcel Services menu, showing the following icons:
  - D/post inland
  - Datapost intl.
  - Prepd Pcls
  - Pcls carrs rev
  - Pcls Rev A
  - Pcls misc rev
- Check whether the customer requires more than one of the item

  If the customer requires more than one of the item:

  - Enter the number required by using either of the following:
    - the keyboard
    - the Quantity icon see System Administration; System features; Using the Quantity icon

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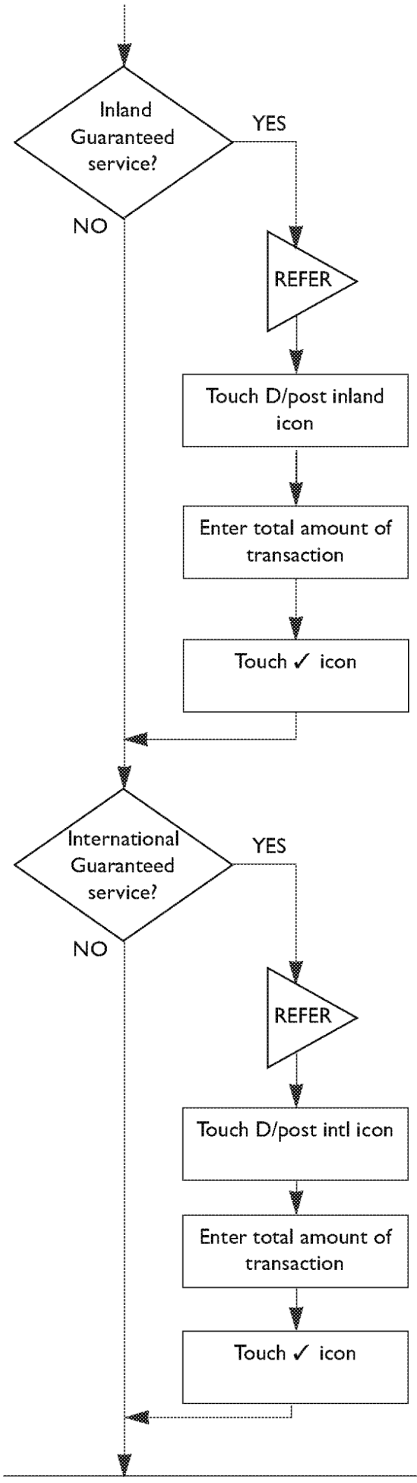
Postal revenue transactions



- Check whether the customer requires an Inland Guaranteed service

If the customer requires an Inland Guaranteed service:

For information on the acceptance procedures for Inland Guaranteed services† See (i) below

- Touch the D/post inland icon
- Enter the total amount of the transaction
- Touch the ✓ icon.

The Horizon system will display the Transaction Parcel Services screen.

- Check whether the customer requires an International Guaranteed service

If the customer requires an International Guaranteed service:

For information on the acceptance procedure for International Guaranteed services† See (ii) below

- Touch the D/post intl icon
- Enter the total amount of the transaction
- Touch the ✓ icon.

i. See Counters Operations Manual; Parcelforce Worldwide Guaranteed Services booklet; Inland zones 1 to 3
ii. See Counters Operations Manual; Parcelforce Worldwide Guaranteed Services booklet; International zones 4 to 12

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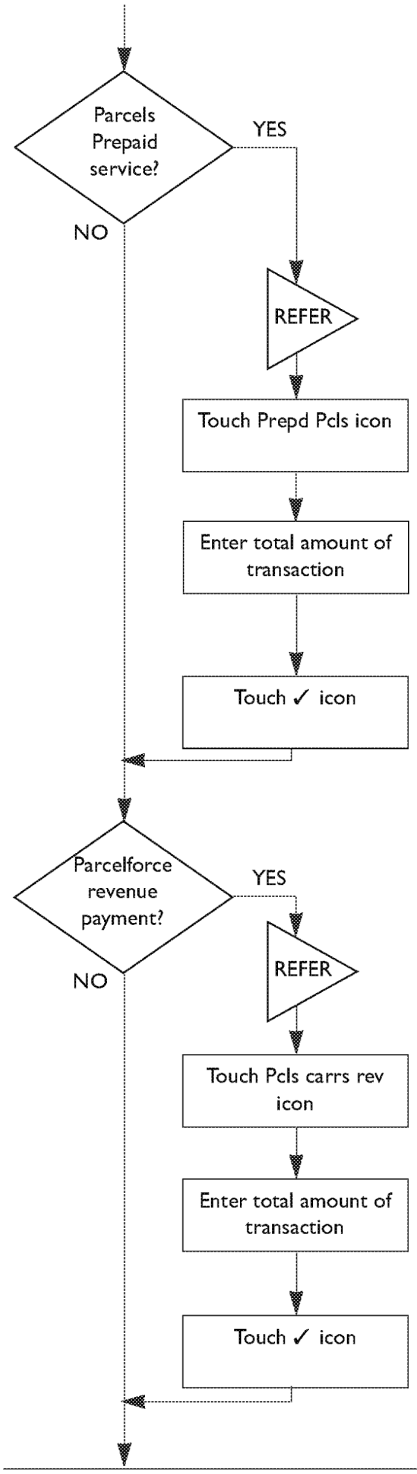
Postal revenue transactions



The Transaction Parcel Services screen will be displayed.

- Check whether the customer requires the Parcels Prepaid service

If the customer requires the Parcels Prepaid service:

For information on accepting Parcels Prepaid† See (i) below

- Touch the Prepd Pcls icon
- Enter the total amount of the transaction
- Touch the ✓ icon.

The Transaction Parcel Services screen will be displayed.

- Check whether the customer is paying an amount into their Parcelforce Worldwide account (which must be cleared through the Sunrise system)

If you are accepting a Parcelforce Worldwide revenue payment for clearing† See (ii) below

- Touch the Pcls carrs rev icon
- Enter the total amount of the transaction
- Touch the ✓ icon.

The Transaction Parcel Services screen will be displayed.

i. See Counters Operations Manual; Parcelforce Worldwide Standard and Economy Services booklet; Postage Prepaid
ii. See Counters Operations Manual; Parcelforce Worldwide Standard and Economy Services booklet; Accounting

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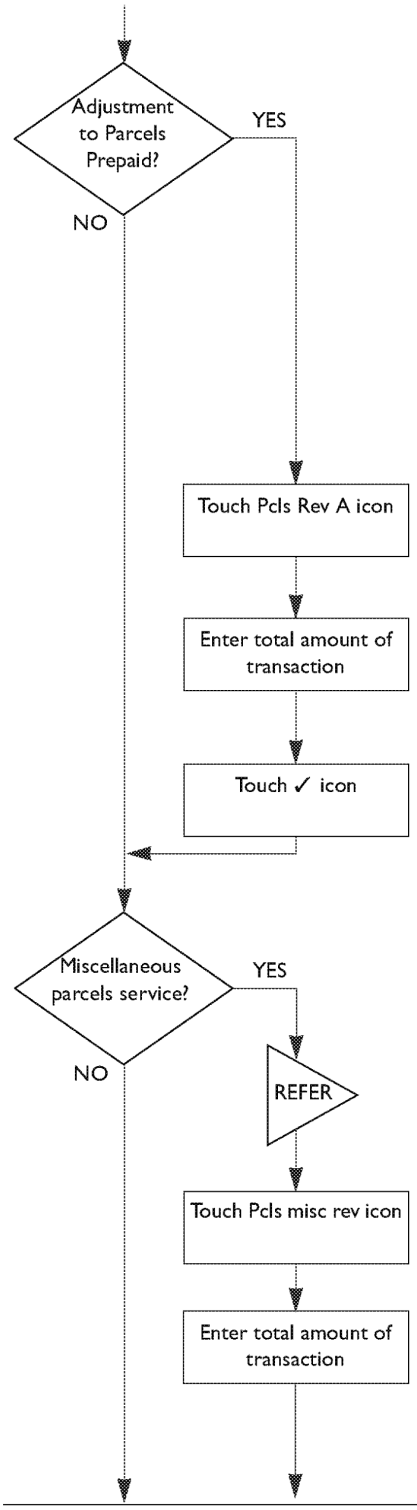
Postal revenue transactions



- Decide whether you are making an adjustment to an amount accepted for the Parcels Prepaid service

  This part of the procedure should be followed if Parcelforce Worldwide advises you that you need to reduce an overstated amount for the Parcels Prepaid service.

  You should try to make the adjustment at the same stock unit that originally accepted the prepaid parcels in the same CAP if possible.

  If an adjustment to a Parcels Prepaid service is required:

  - Touch the Pcls Rev A icon
  - Enter the total amount of the transaction
  - Touch the ✓ icon.

  The Horizon system will display the Transaction Parcel Services screen.

- Check whether the customer is paying for a Parcelforce Worldwide miscellaneous service (one of the services not specifically listed on the menu)

  If you are accepting payment for a Parcelforce Worldwide miscellaneous service† See (i) below

  - Touch the Pcls misc rev icon
  - Enter the total amount of transaction

i. See Counters Operations Manual; Parcelforce Worldwide Standard and Economy Services booklet; Accounting

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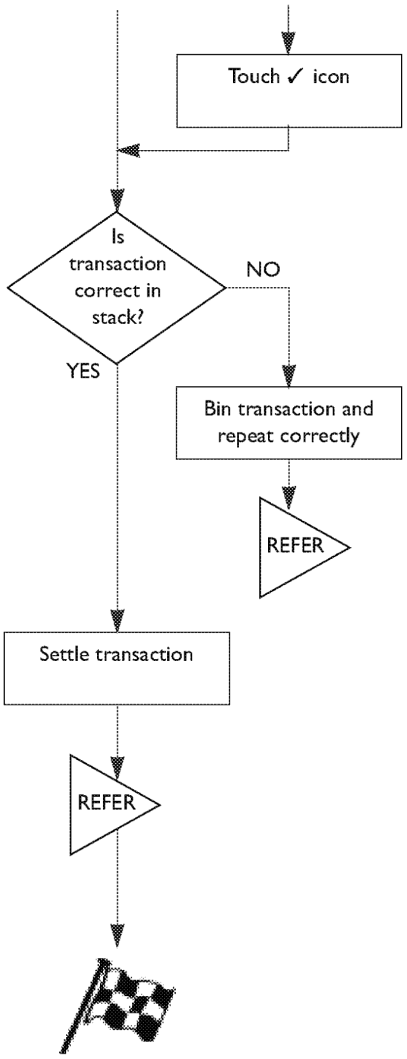
Postal revenue transactions



- Touch the ✓ icon.

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

If the transaction is incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment.

- Settle the transaction.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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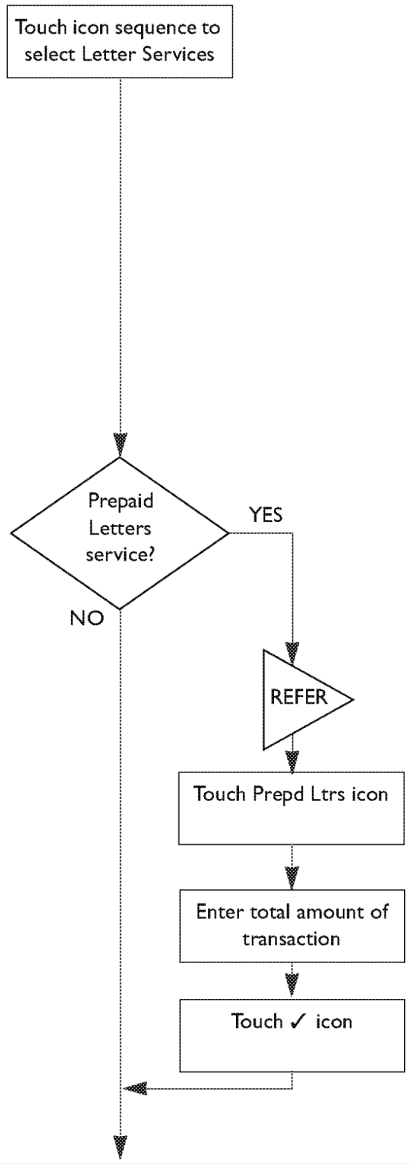
2 Carrying out Royal Mail Sunrise transactions

Use this procedure when you need to carry out a Royal Mail Sunrise transaction.

For information on selling stamps for letter items, see subsection 6; Selling stock items. For information on weighing items, see subsection 3; Calculating postage rates on the Horizon system using the weight obtained from the scales.



- Select the Letter Services option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Other Products
  - Mail Products
  - Letter Services

  The Letter Services menu will be displayed, showing the following icons:
  - Prepd Ltrs
  - Meter Set
  - Lettrs carrs
  - MiscRevLtr
  - Lettrs rev adj
- Check whether the customer requires the Prepaid Letters service

If the customer requires the Prepaid Letters service:

For information on the acceptance procedure for Prepaid Letters † See (i) below

- Touch the Prepd Ltrs icon
- Enter the total amount of the transaction
- Touch the ✓ icon.

i. See Counters Operations Manual; Royal Mail National booklet 3; Postage Prepaid; General information

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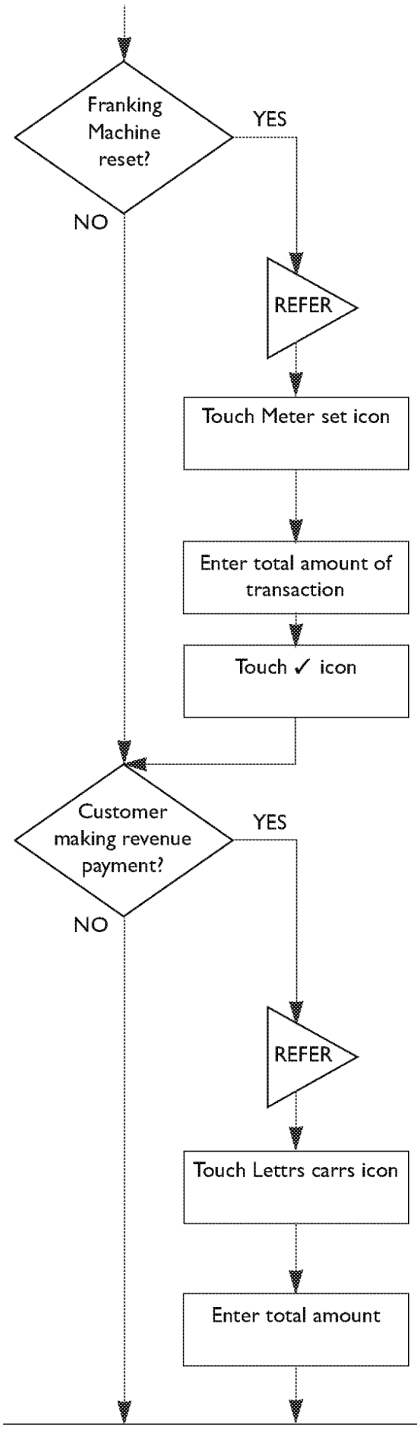
Postal revenue transactions



The Transaction Letter Services screen will be displayed.

- Check whether the customer wishes to pay for credit to be added to their Franking Machine

If the customer needs credit to be added to their Franking Machine:

For information on resetting Franking Machines † See (i) below

- Touch the Meter Set icon

- Enter the total amount of the transaction

- Touch the ✓ icon.

The Transactions Letter Services screen will be displayed.

- Check whether the customer is making a payment towards their Royal Mail account, which must be cleared through the Sunrise system.

If you are accepting a revenue payment for the Royal Mail Sunrise system:

For information on Sunrise letters † See (ii) below

- Touch the 'Lettrs carrs' icon

- Enter the total amount of the transaction

i. See Counters Operations Manual; Royal Mail National booklet 3; Resetting Franking (Meter) Machines; General information

ii. See Counters Operations Manual; Royal Mail National booklet 3; Daily accounting: Sunrise letters; Daily accounting: Sunrise letters (formerly known as CARRS)

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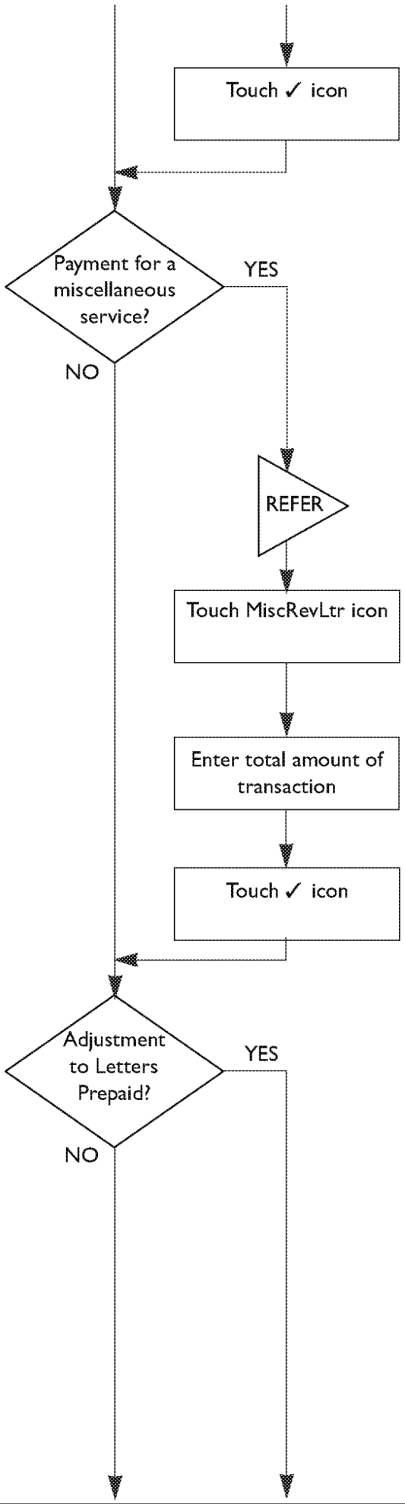
Postal revenue transactions



- Touch the ✓ icon.

The Transactions Letter Services screen will be displayed.

- Check whether the customer is making a payment for a miscellaneous service (one of the Sunrise transactions not listed specifically on the menu, eg Fax Mail)

If you are accepting payment for a miscellaneous service:

For information on the acceptance procedures for miscellaneous services † See (i) below

- Touch the MiscRevLtr icon

- Enter the total amount of the transaction

- Touch the ✓ icon.

The Transactions Letter Services screen will be displayed.

- Decide whether you are making an adjustment to an amount accepted for the Prepaid Letters service

This part of the procedure should be followed if Royal Mail advises you that you need to reduce an overstated amount for the Letters Prepaid service. You should try to make the adjustment at the same stock unit that originally accepted the Prepaid Letters, in the same CAP if possible.

i. See Counters Operations Manual; Royal Mail National booklet 3

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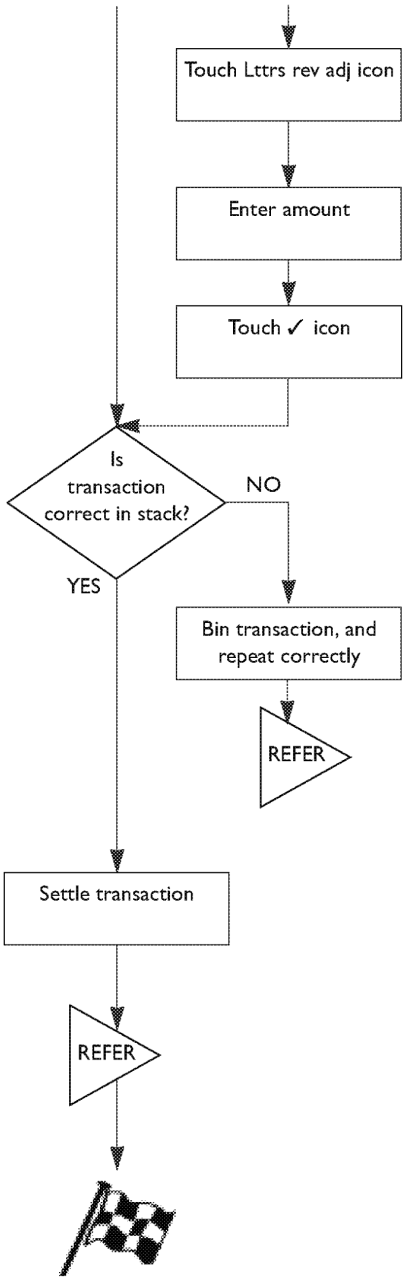
Postal revenue transactions



If an adjustment to a Prepaid Letters payment is required:

- Touch the Lttrs rev adj icon
- Enter the amount
- Touch the ✓ icon.

The Transactions Letter Services screen will be displayed.

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

If the transaction in the stack is incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the procedure correctly.

For information on using the Bin icon see Office Administration; Equipment information and maintenance; Counter equipment.

- Settle the transaction.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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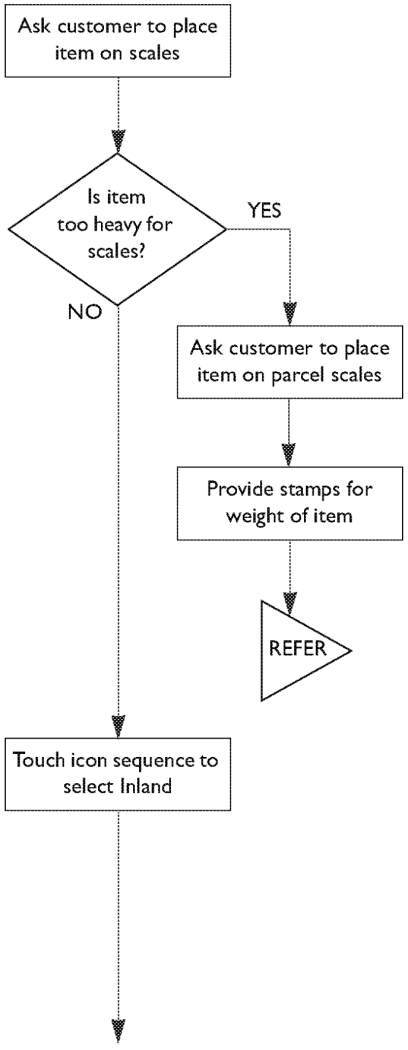
3 Calculating postage rates on the Horizon system using the weight obtained from the scales

3.1 Inland items

Use this procedure when you need to weigh an inland item for a customer.

For information on weighing an overseas item, see paragraph 3.2; page 14.

If your scales are not connected to the Horizon system, follow this procedure but enter the weight of the item manually, when appropriate.



- Ask the customer to place the item on the scales

- Check whether the item is too heavy for the scales

  If the item is too heavy for the scales:

  - Ask the customer to place the item on the **Parcel** scales so you can identify the weight and calculate the price for the service required

  - Provide the required stamps for the weight shown according to the service selected by the customer

  For information on selling stamps, see subsection 6; Selling stock items.

- Select the Scales option by touching the following icon sequence:

  - Transactions
  - Serve customer
  - Other Products
  - Scales
  - Inland

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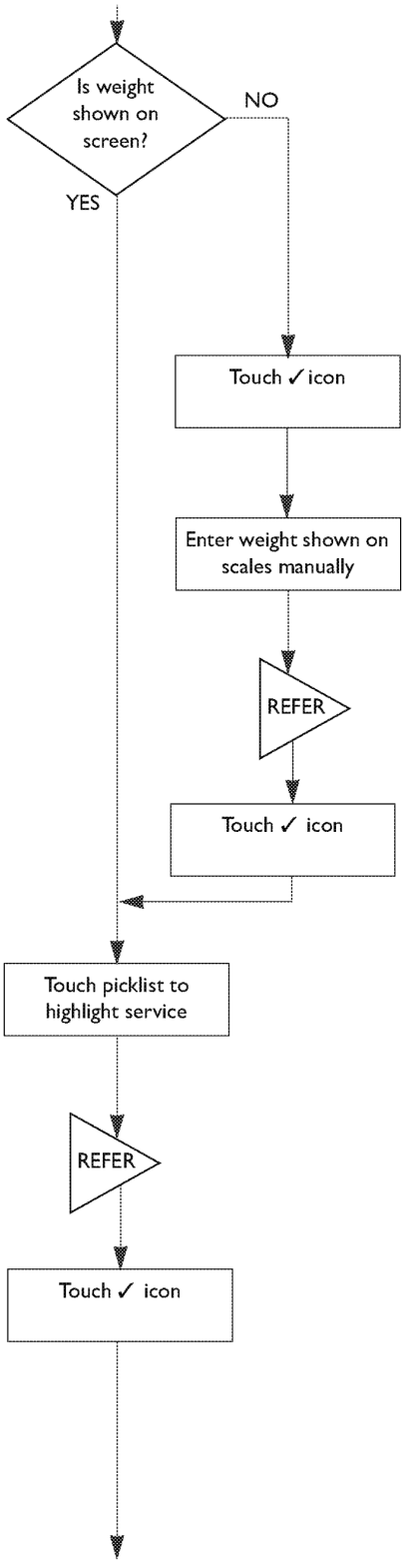
Using the scales



- Examine the screen to see whether the weight of the item is displayed

  The weight will be displayed on the screen only in offices with electronic scales connected to the Horizon system.

  If the weight of the item is not displayed on the screen:

  - Touch the ✓ icon to acknowledge the warning message

  - Enter the weight shown on scales (in grammes) manually by using either:
    - the keyboard
    - the on-screen number pad

  For information on electronic scales failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

  - Touch the ✓ icon.

  The system will display a picklist of services and amounts.

- Touch the picklist to highlight the service required

  For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon to select the service highlighted

  The system will display the relevant inland screen showing the service selected.

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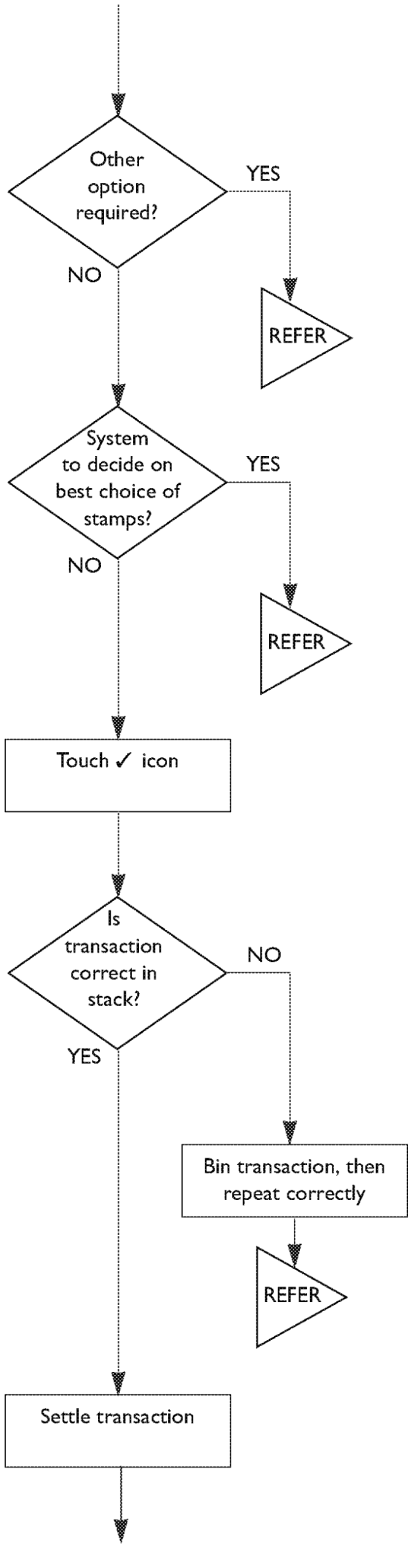
Using the scales



If the item is too heavy for the service you require, the system displays the words 'TOO HEAVY' in the right hand column of the picklist. Advise the customer that the item is too heavy for the service and they must select an alternative service.

- Check whether the customer wants:
  - to post several items of similar weight
  - any additional services
  - to abandon the transaction

  If the customer requires any of these options, see subsection 4; Using the scales for a number of items of the same weight and subsection 5; Using the scales service for other options.
- Decide whether you would like the Horizon system to decide on the best choice of stamps for the item

  If you want the Horizon system to decide on the best choice of stamps by using the 'best fit' option, see subsection 5; Using the scales service for other options.
- Touch the ✓ icon to complete the transaction
- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  Please note: If the customer has affixed stamps to the item to a value in excess of the cost, a scales icon with a value of £0.00 will show in the stack.

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

  For information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment.
- Settle the transaction.

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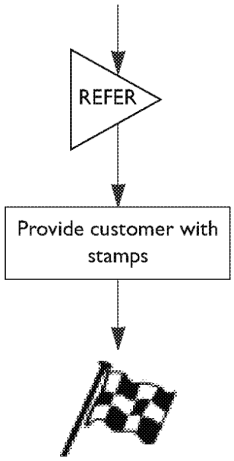
Using the scales



For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

- Provide the customer with the stamps.

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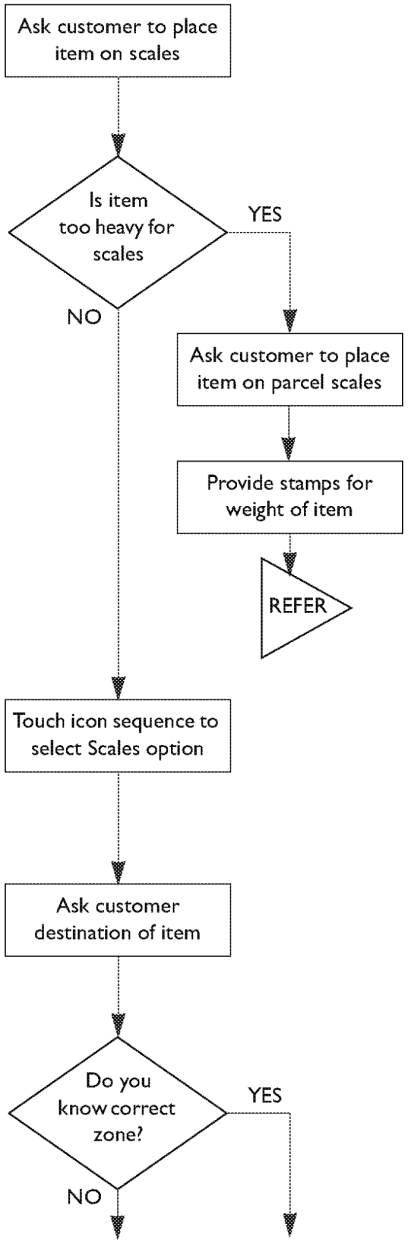
3.2 Overseas items

Use this procedure when you need to weigh an overseas item for a customer.

The Horizon system will **not** warn you if a specific service to a country is not available. Please refer to the Instant Guide to Postal Services booklet and Counter News to check service availability.

For information on weighing an inland item, see paragraph 3.1; page 10.



- Ask the customer to place the item on the scales

- Check whether the item is too heavy for the scales

  If the item is too heavy for the scales:

  - Ask the customer to place the item on the **Parcel** scales so you can identify the weight and calculate the price for the service required

  - Provide the required stamps for the weight shown according to the service selected by the customer.

  For information on selling stamps, see subsection 6; Selling stock items.

- Select the Scales option by touching the following icon sequence:

  - Transactions
  - Serve Customer
  - Other Products
  - Scales

- Ask the customer which overseas destination the item is going to

- Decide whether you know which zone the country is in

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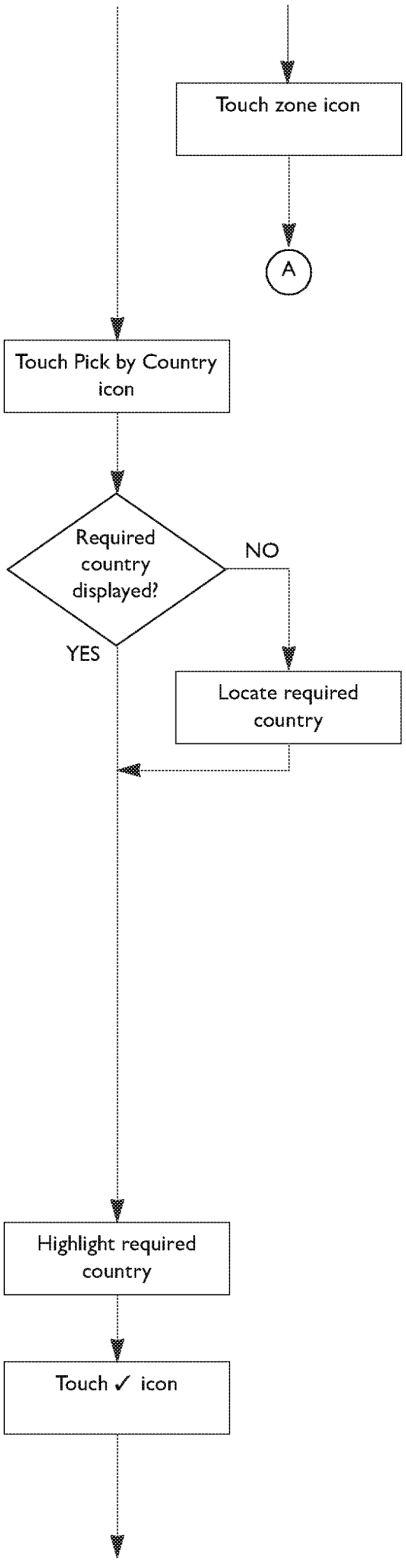
Using the scales



If you know the zone for this country:

- Touch one of the following icons:

- Europe
- Intnl Zone1
- Intnl Zone2

- Go to 'A' on page 16.

If you do not know the zone for this country:

- Touch the Pick by Country icon.

- Examine the screen to see whether the required country is displayed.

If the required country is not displayed:

- Locate the country using any of the following icons:

- touch the top icon to go to the start of the list of countries
- touch the up icon to browse up the list of countries
- touch the down icon to browse down the list of countries
- touch the bottom icon to go to the bottom of the list of countries
- enter the first or first few letters of the country using the keyboard

When the top of the list is displayed, there are No Entry signs on the Top and Up icons.

When the bottom of the list is displayed there are No Entry signs on the Bottom and Down icons.

- Touch the required country, to highlight it in yellow

- Touch the ✓ icon

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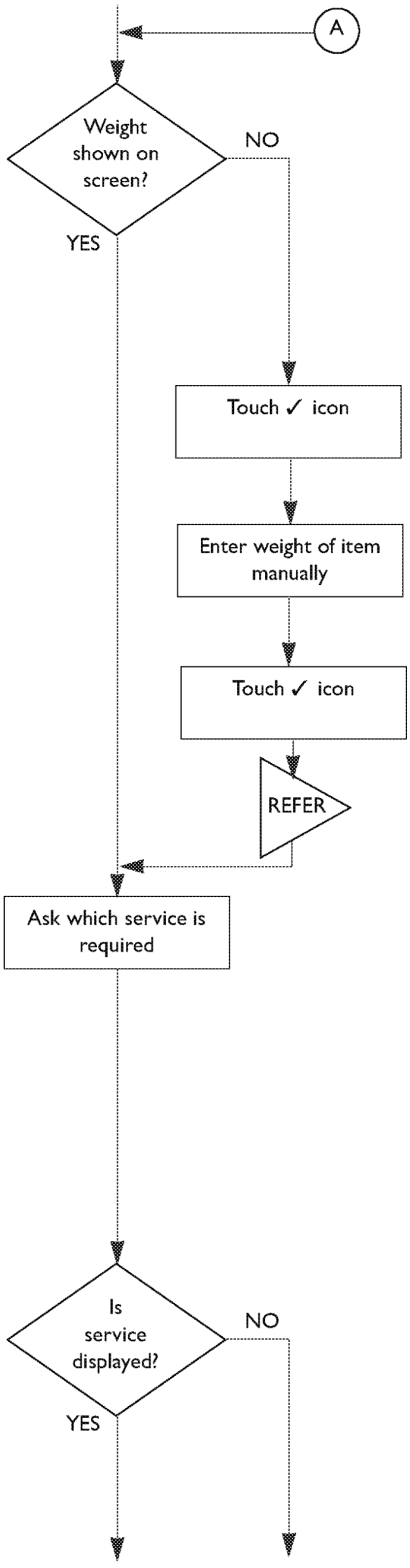
Using the scales



- Examine the screen to see whether the weight of the item is displayed

  The weight will be displayed on the screen only in offices with electronic scales connected to the Horizon system.

  If the weight of the item is not displayed on the screen:

  - Touch the ✓ icon to acknowledge the warning message

  - Enter the weight of the item (in grammes) manually by using either:
    - the keyboard
    - the on-screen number pad
  - Touch the ✓ icon.

  For information electronic scales failure, see Transactions - Serve Customer - Part three; System failure & recovery; Completing transactions interrupted by system failure.

- Ask the customer which basic service is required

  The system will offer a list of available services and costs. If the service that the customer wishes to purchase requires larger scales, the system will display the words 'TOO HEAVY' by the side of the service shown.

  Please note: The Horizon system will **not** warn you if a specific service to a country is not available. Please refer to the Instant Guide to Postal Services booklet to check service availability.

- Examine the screen to see whether the required service for this country is displayed

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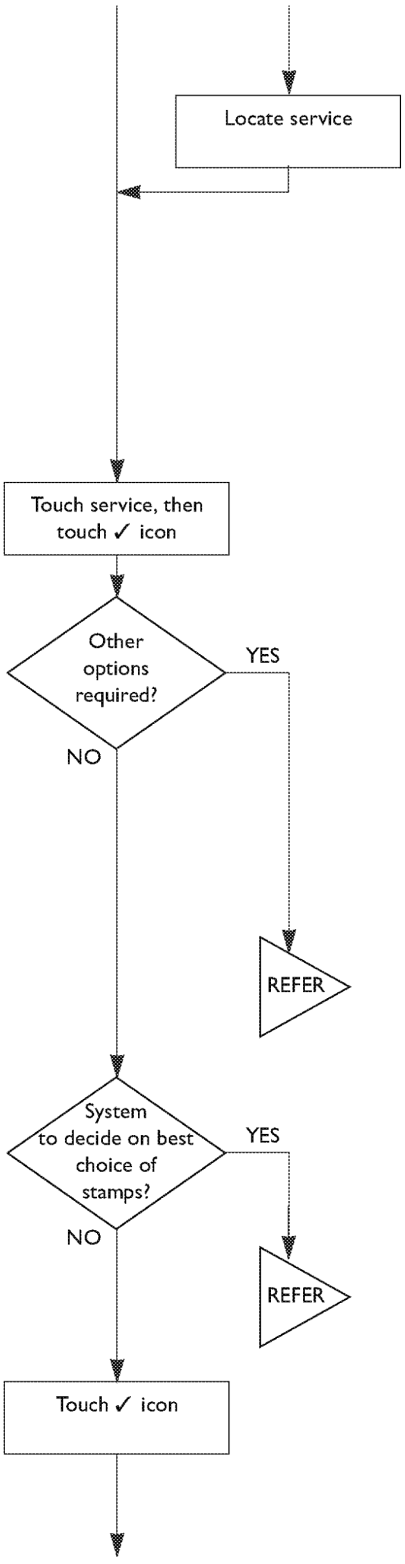
Using the scales



If the required service is not displayed:

- Locate the required service using any of the following icons:

- Top (to go to the start of the list of services)
- Up (to browse up the list of services)
- Down (to browse down the list of services)
- Bottom (to go to the bottom of the list of services)

When the top of the list is displayed, there are No Entry signs on the Top and Up icons.

When the bottom of the list is displayed, there are No Entry signs on the Bottom and Down icons.

- Touch the required service to highlight it in yellow, then touch the ✓ icon

- Check whether the customer requires any of the following options:

  - to post several items within the same weight band
  - any additional services
  - to post an item with postage already affixed
  - to abandon the transaction

If the customer requires any of these options:

For information on using these options, see subsection 5; Using the scales service for other options.
For information on using the Scales Quantity option, see subsection 4; Using the scales for a number of items of the same weight.

- Decide whether you would like the Horizon system to decide on the best choice of stamps for the item

If you want the Horizon system to decide which stamps should be used, by using the 'best fit' option, see subsection 5; Using the scales service for other options.

- Touch the ✓ icon to complete the transaction

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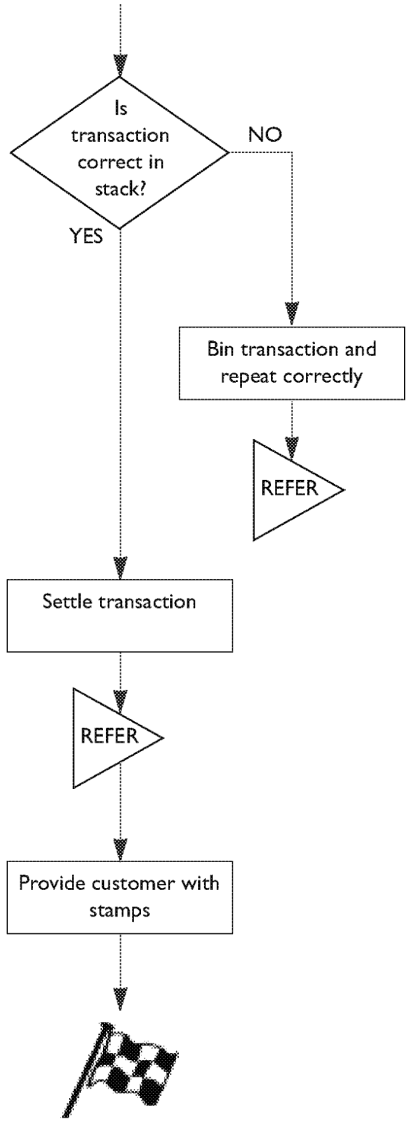
Using the scales



- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  Please note: If the customer has affixed stamps to the item to a value in excess of the cost, a value of £0.00 will show in the stack.

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

  For information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment.

- Settle the transaction

  For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

- Provide the customer with the stamps.

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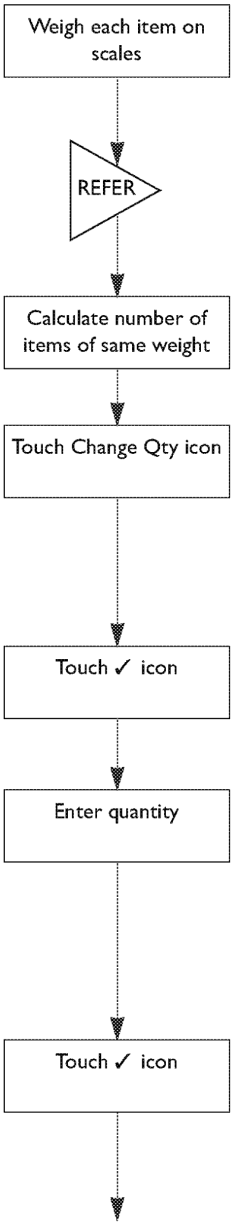
4 Using the scales for a number of items of the same weight

Use this procedure when a customer wants to post a number of items of an identical weight or within the same weight band.



- Weigh each item using the scales

  For information on using scales to weigh items, see subsection 3; Calculating postage rates on the Horizon system using the weight obtained from the scales.

- Calculate how many items there are of an identical weight or within the same weight band

- Touch the Change Qty icon

  Please note: A warning message will appear to advise you that changing the quantity will multiply any amount of postage affixed to an item or additional services by the same quantity.

- Touch the ✓ icon to acknowledge the warning message

- Enter the quantity of items by using either:

  - the keyboard
  - the on-screen number pad

  Touching the Change Quantity icon at any time will allow you to change the quantity. Touching the Bin icon followed by the Quantity icon will revert the quantity to 1.

- Touch the ✓ icon

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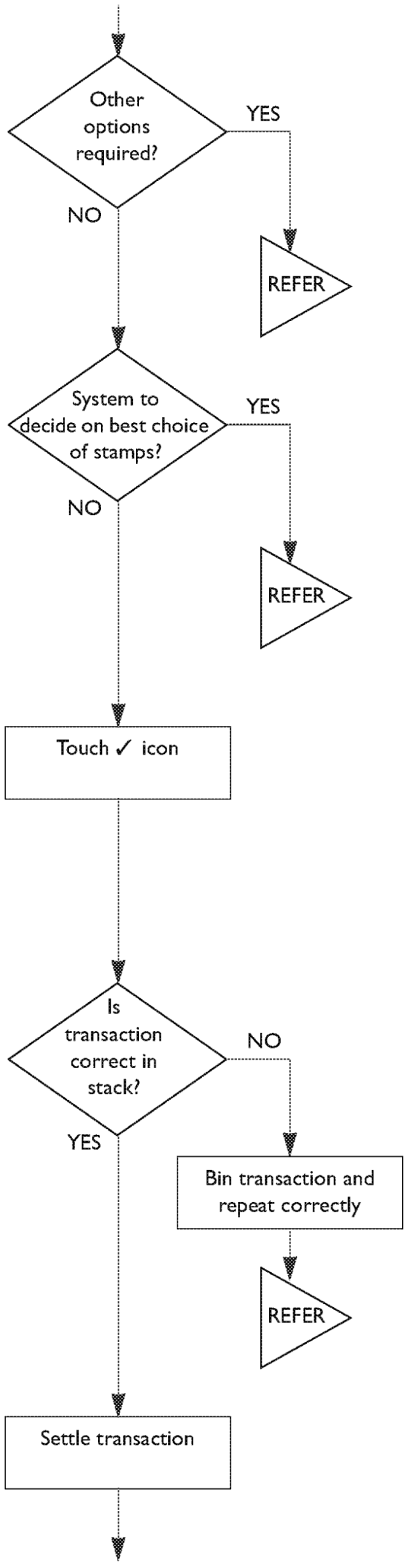
Using the scales



- Check whether the customer needs any of the following options:
  - any additional services
  - to post items with postage already affixed
  - to abandon the transaction

  If the customer requires any of these options, see subsection 5; Using the scales service for other options.

- Decide whether you would like the Horizon system to decide on the best choice of stamps for the item

  If you want the Horizon system to decide on the best choice of stamps, using the 'best fit' option, see subsection 5; Using the scales service for other options.

- Touch the ✓ icon to complete the transaction

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

  For information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment

- Settle the transaction

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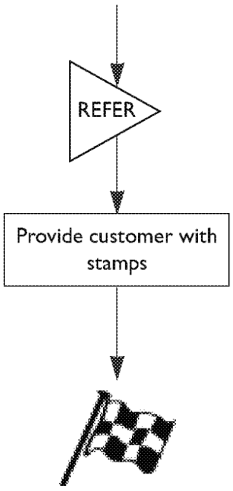
Using the scales



For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

- Provide the customer with the required stamps to affix to the item(s).

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5 Using the scales service for other options

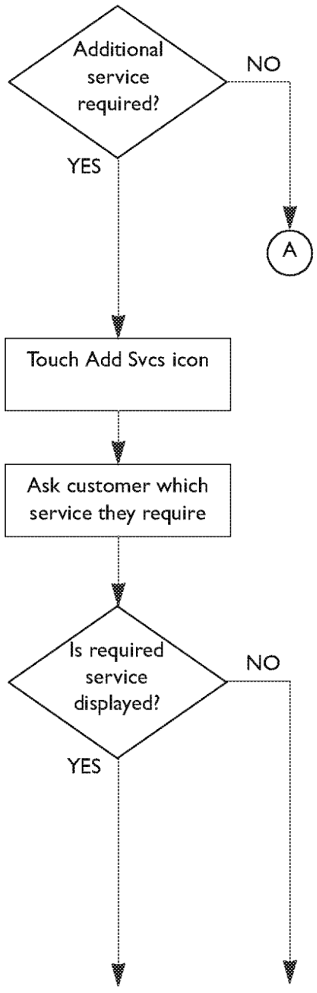
You may use the scales service for options other than weighing items such as:

- selling an additional mail service
- using the system to calculate the best choice of stamps
- abandoning the transaction
- pricing an item with stamps already affixed

To use the scales for weighing items, see subsection 3; Calculating postage rates on the Horizon system using the weight obtained from the scales.

If you change the default amount on the Quantity icon (which is set at 1) the amount of stamps already affixed will be applied to each item.

When you wish to use one of these options:



- Check whether the customer requires an additional service

  If the customer does not want an additional service:

  - Go to 'A' on page 24.

  If they want an additional service:

- Touch the Add. Svcs icon

- Ask the customer which service is required

- Examine the screen to see whether the required service is displayed

  Please note: The Horizon system will not advise you if a specific service to a country is not available. You must refer to the Instant Guide to Postal Services booklet to check service availability.

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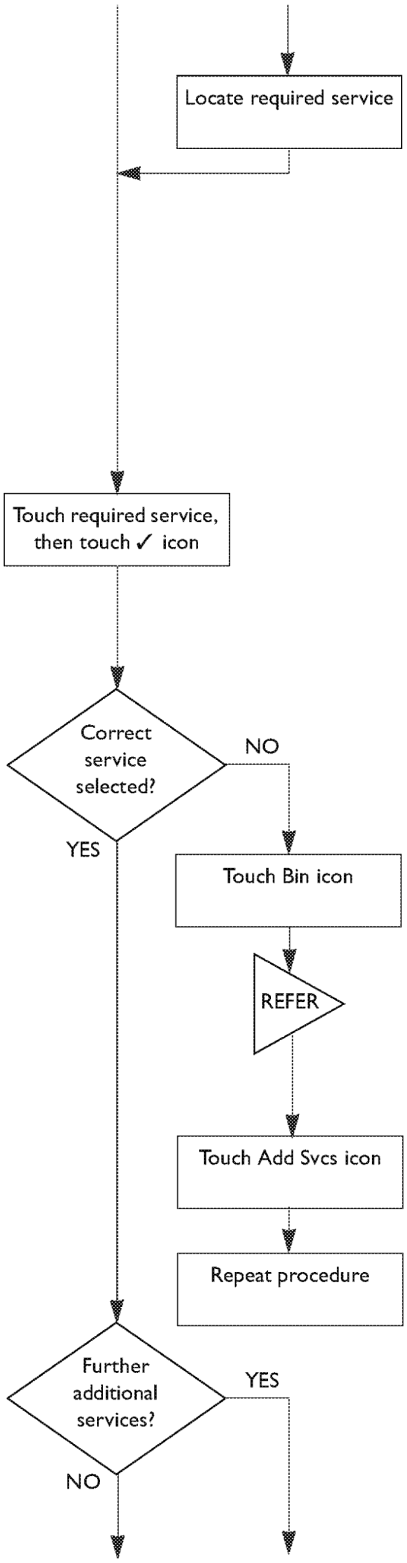
Using the scales



If the required service is not displayed:

- Locate the required service using any of the following icons:

- Top (to go to the start of the list of services)
- Up (to browse up the list of services)
- Down (to browse down the list of services)
- Bottom (to go to the bottom of the list of services)

Please note: When the top of the list is displayed, there are No Entry signs on the Top and Up icons.When the bottom of the list is displayed, there are No Entry signs on the Bottom and Down icons.

- Touch the required service, to highlight it in yellow, then touch the ✓ icon

Please note: The Horizon system will display a warning message if an additional service is selected for a second time and will prevent re-selection.

- Examine the screen to see whether the correct service has been selected

If the wrong service has been selected:

- Touch the Bin icon.

For information on using the Bin icon see Office Administration; Equipment information and maintenance; Counter equipment.

- Touch the Add Svcs icon

This will delete all additional services for the item.

- Repeat the procedure from the flow-chart box 'Additional service required?' on page 22.

- Check whether further additional services are required

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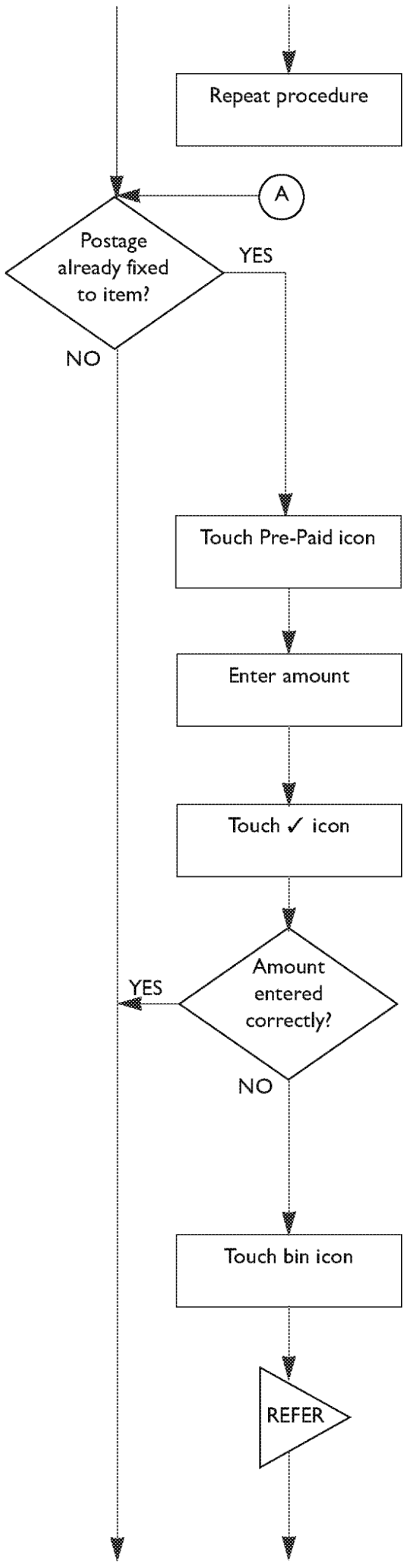
Using the scales



If further additional services are required:

- Repeat the procedure from the flow-chart box 'Ask customer which service they require' on page 22.

- Check whether the customer has already affixed any stamps to the item

Please note: If the quantity of items recorded is greater than one, the system will assume that the same value of stamps has been affixed to each item.

If an amount of stamps has already been affixed:

- Touch the Pre-Paid icon

- Enter the amount that has been pre-paid by using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon.

If you have more than one pre-paid amount, you can enter these separately and the system will total them for you.

- Examine the screen to see whether the pre-paid value is correctly displayed

Please note: If you enter a pre-paid amount which is in excess of the value of postage required a value of Zero will be posted to the stack.

If the amount has not been entered correctly:

- Touch the Bin icon

For information on using the Bin icon see Office Administration; Equipment information and maintenance; Counter equipment.

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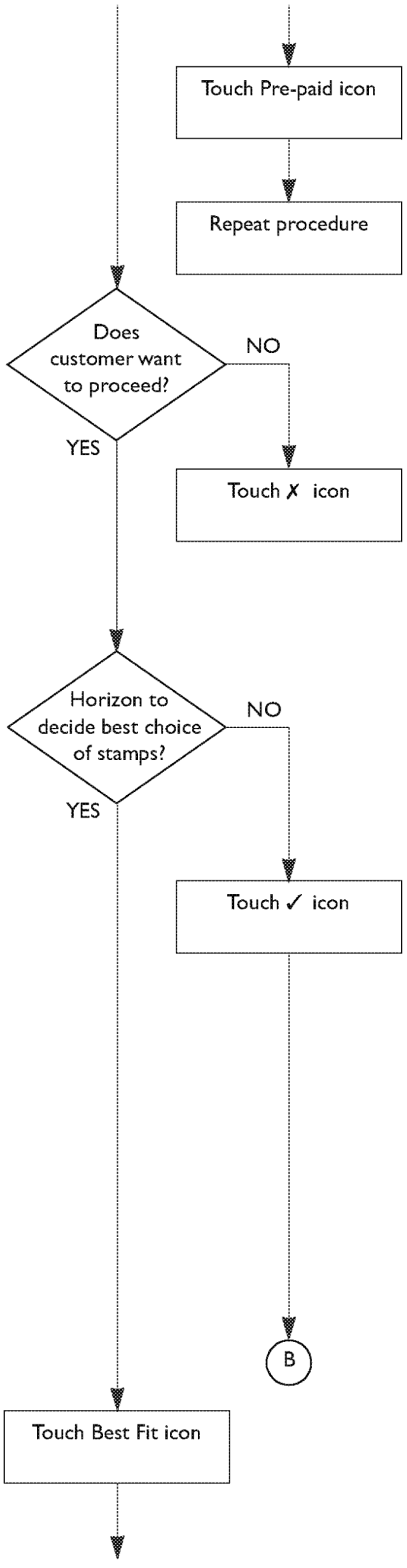
Using the scales



- Touch the Pre-Paid icon

This will subtract the amount pre-paid.

- Repeat the procedure from the flow-chart box 'Postage already fixed to item?' on page 24.

- Check whether the customer wishes to proceed with the transaction

If the customer does not want to proceed:

- Touch the ✗ (Abandon) icon to abandon the transaction.

Please note: If you touch the ✗ (Abandon) icon, the Horizon system will return to the Scales menu without committing the transaction.

- Decide whether you would like the Horizon system to decide on the best choice of stamps for the item

If you do not want the Horizon system to decide on the best choice of stamps, by using the 'best fit' option:

- Touch the ✓ icon to complete the transaction

Please note: If First or Second class or Special Issue stamps are used, the value of the stock level will require adjustment, because these stamps are held on the system separately from postage other. Stock does not have to be adjusted at the time of the transaction, however.
For information on adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock.
For information on selling stamps, see subsection 6; Selling stock items.

- Go to 'B' on page 26.

- Touch the Best Fit icon

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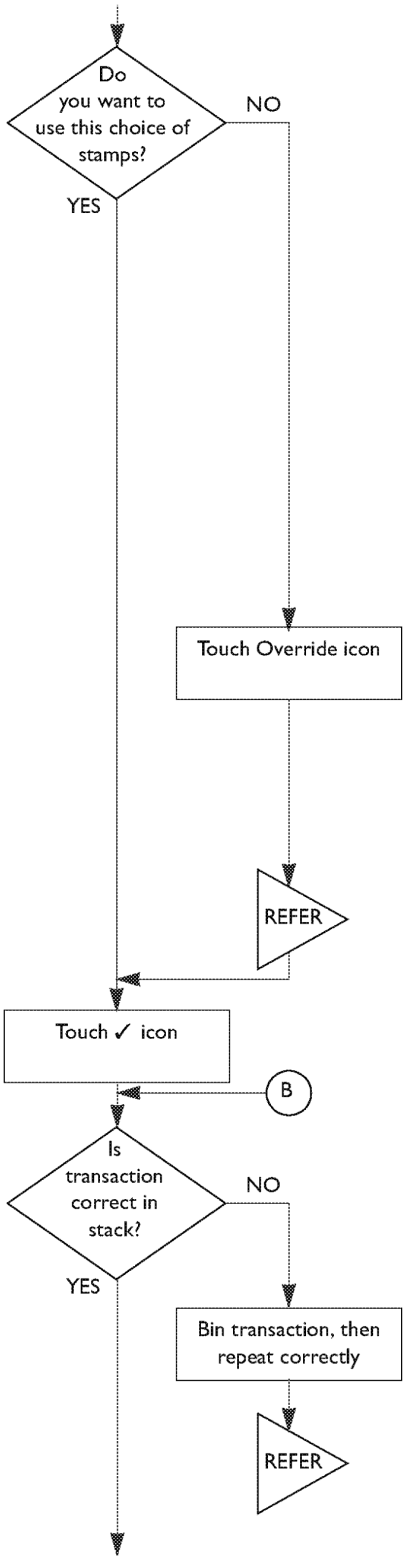
Using the scales



- Decide whether you want to use the 'Best Fit' stamps shown on the screen

  Please note: Check that you have this selection of stamps in stock before continuing with the 'Best Fit' option. If you use the 'Best Fit' option, it is important to use the combination of stamps that the system advises, because the system will automatically adjust your stock levels to take account of the stamp(s) sale. If other stamps are used you will need to adjust your stock to make the stock level correct. For information on adjusting your stock, see Balancing; Balancing an individual stock unit; Adjusting stock.

If you do not want to use the 'Best Fit' stamps:

- Touch the Override icon.

Will automatically adjust you stock levels for tose stamps displayed in the 'Best Fit' options. if other stamps are used you will need to make an adjustment to your stock to make the stock level correct.

For information on selling stamps, see subsection 6; Selling stock items.

- Touch the ✓ icon

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

If the transaction in the stack is incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon see Office Administration; Equipment information and maintenance; Counter equipment.

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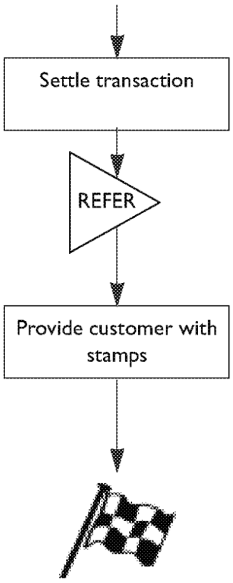
Using the scales



- Settle the transaction.

  For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

- Provide the customer with the required stamps to affix to the item(s).

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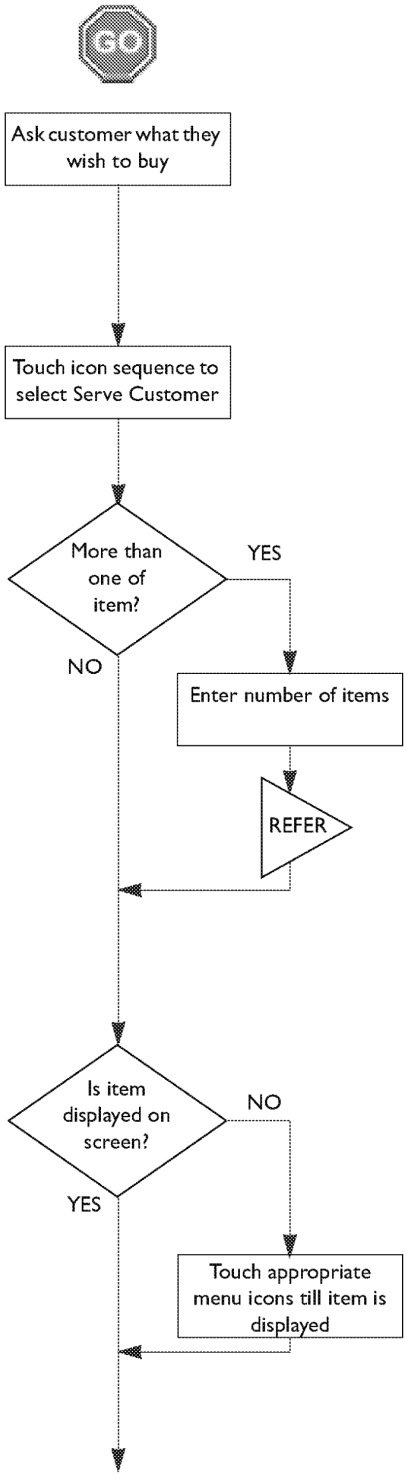
6 Selling stock items



When a customer wishes to buy an item (or items) of stock:

- Ask the customer what they wish to buy

  Please note: If the transaction involves splitting a full pack of items in order to sell items individually and the total value of the individual items is greater than the pack value, see subsection 7; Splitting a pack to sell an item.

- Select the Serve Customer option by touching the following icon sequence:

  - Transactions
  - Serve Customer

- Check whether the customer requires more than one of the item

  If the customer requires more than one of the item:

  - Enter the number required by using either of the following:

    - the keyboard
    - the Quantity icon see System Administration; System features; Using the Quantity icon

  Please note: If the customer has a particular sum of money and wants to know how many items they can purchase for this amount, you can calculate this by using the Quantity Shopping function see System Administration; System features; Using Shopping Mode.

- Examine the screen to see whether the item the customer requested is displayed

  If the item the customer requested is not displayed:

  - Touch the appropriate menu icons until the item is displayed

  Finding an item may involve using a picklist. For information on using picklists, see System Administration; System features; Using picklists.

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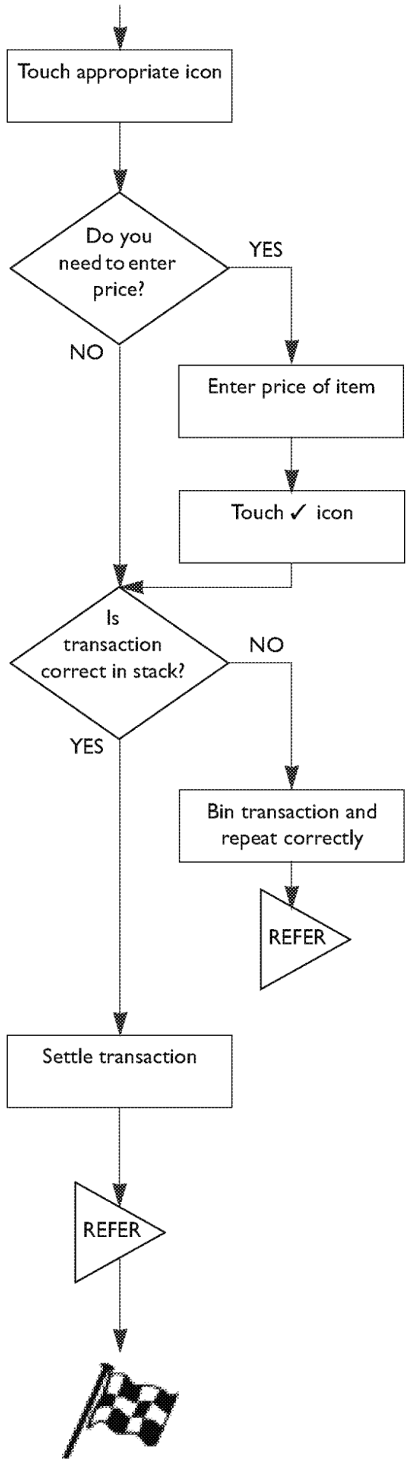
Stock transactions



- Touch the icon that represents the item that the customer requested

- Examine the screen to see whether you need to enter the price of the item

If you need to enter the price of the item:

- Enter the price using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon.

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

If the transaction in the stack is incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon see Office Administration; Equipment information and maintenance; Counter equipment

- Settle the transaction.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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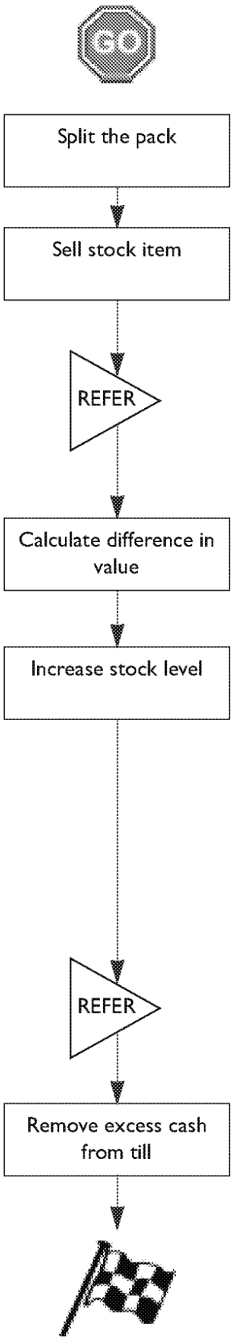
7 Splitting a pack to sell an item

When you need to split a pack of items to sell them individually and the total value of the individual items is greater than the pack value:

Please note: This procedure must only be used for transactions where it has been agreed by the business that items may be sold individually and a resulting gain adjusted.



- Split the pack for individual sales
- Sell the stock item

  For information on selling a stock item, see subsection 6; Selling stock items.

- Calculate the difference in value between the original cost of the pack and the cost of the pack charged as individual items
- Increase your stock levels by the difference in value

  Please note: You can adjust stock at any time up to and including balancing.

  For example: If you split a pack of 10 envelopes, held in your stock at a value of £2.90, the value is increased to £3.20 (the value of selling 10 envelopes at 32p). You will need to increase your stock level of this product by 30p.

  For information on adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock

- Remove from your till the amount of cash left over as a result of splitting the pack.

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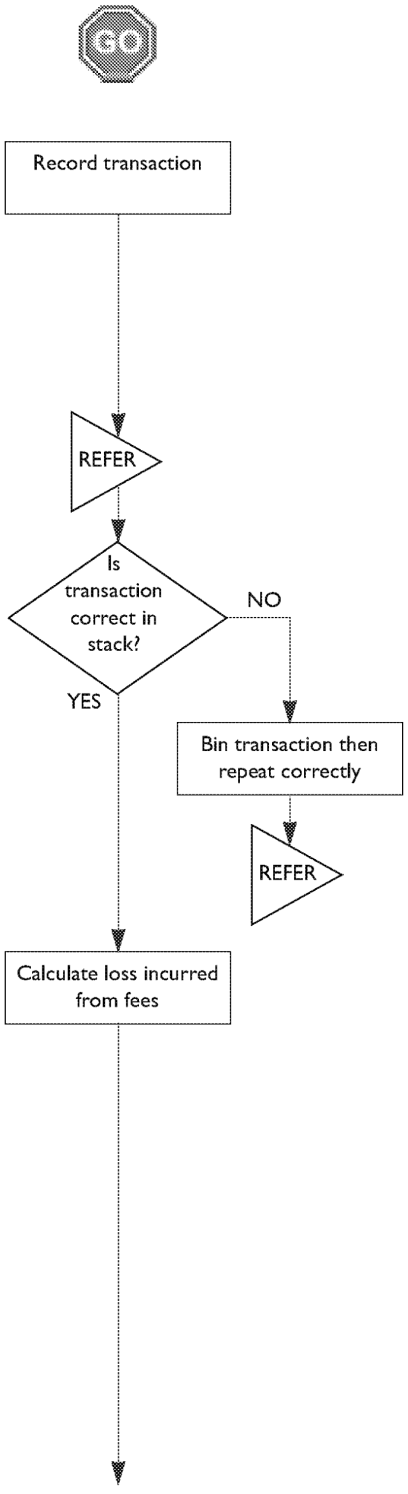
Stock transactions

8 Reclaiming lost Postal Order fees



When you need to reclaim the loss incurred if a particular value of Postal Order requested by the customer is out of stock and two or more Postal Orders are needed to make up the value:

- Record the transaction on the Horizon system, as normal

  Please note: You must record the transaction exactly as you have carried it out. For example if you have supplied two £2 Postal Orders to a customer in lieu of a £4 Postal Order, this must be recorded on the Horizon system as two £2 postal orders.

  For information on selling Postal Orders, see Transactions - Serve Customer - Part three; Stock transactions; Selling stock items.

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction then repeat the transaction correctly.

  For information on using the Bin icon, see System Administration; System overview; Main functions of the system and how to move around it.

- Calculate the loss incurred by the difference between the two values of fees

  In the example quoted this would be the difference between the fees for 2x£2 postal orders and the fee for 1x£4 postal order.

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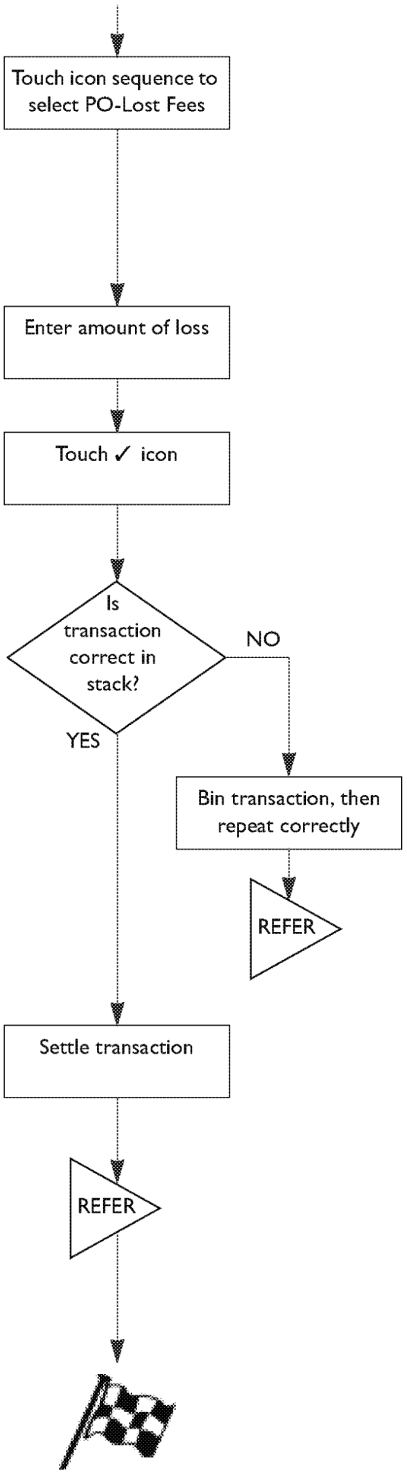
Stock transactions



- Select the Lost PO Fee option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Postal Orders
  - Other PO
  - PO-Lost Fees
- Enter the amount of the loss on the Horizon system using the numeric keypad or keyboard
- Touch the ✓ icon

  Please note: A PO Fees icon will appear in the Transaction Stack for the value of the additional fee incurred with a minus sign preceding the figure.
- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

If the transaction in the stack is incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon, see System Administration; System overview; Main functions of the system and how to move around it.

- Settle the transaction

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

An entry will appear on the Postal Orders Paid summary for the amount of the Lost PO fees.

A balancing entry will appear on the Payments section of the stock unit balance, the office balance and the Cash Account.

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9 'Out of hours' transactions

'Out of hours' transactions are post office transactions which occur outside of the agreed post office opening hours, such as before the post office opens, during the lunchtime period (if the office closes for lunch) or after the post office closes for the day.

A separate stock unit should be created to deal with all 'out of hours' transactions. For ease of use and to assist in balancing and cash account preparation, all Lottery transactions should be performed using the 'out of hours' stock unit, including those transactions which occur during normal post office hours of business.

The stock unit should be created as a single stock unit, unless more than one person needs access to the stock, where a shared stock unit should be created.

- Create the stock unit following the normal procedure, using the stock ID 'OOH' see Office Administration; Stock unit administration; Creating a stock unit.

The procedure for dealing with transactions on the Horizon system which are performed out of hours will depend on whether you have obtained permission to use the Horizon system outside the agreed post office hours.

The procedure below provides information on how to deal with 'out of hours' transactions. However, for specific information on how to deal with National Lottery and Automated Payments 'out of hours' transactions

- For Automated Payments see Transactions - Serve Customer - Part one; Automated Payments; Automated Payments 'Out of Hours' Transactions
- For National Lottery transactions, refer to see Balancing with Horizon Guide; Section 4: Correcting errors on Horizon and Out Of Hours procedures

9.1 Offices with access to the Horizon system outside the agreed post office hours

Transactions accepted on days other than balancing day

- Perform transactions on the Horizon system as normal, using the 'OOH' stock unit.

Transactions accepted on balancing day

- Balance all stock units **except for the OOH stock unit** and roll them into the next Cash Account Period (CAP), as normal, see Balancing; Balancing a shared stock unit; Balancing a stock unit or see Balancing; Balancing an individual stock unit; Balancing a stock unit

Once these stock units have been rolled into the next CAP, they will be available for use on the next working day, even if the Cash Account has not been produced.

- Keep the 'out of hours' stock unit in the current CAP to record out of hours transactions.
- Perform transactions on the Horizon system as normal, using the OOH stock unit.

When all the 'out of hours' transactions have been performed on the Horizon system.

- Balance the OOH stock unit and roll it into the next CAP, as normal.
- Proceed with the Cash Account, see Balancing booklet; Cash Account production.

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9.2 Offices with no access to the Horizon system outside of agreed post office hours

Offices who do not have access to the post office secure area outside normal post office hours must enter the individual transaction details manually onto the Horizon system during the next period of post office operation. **However, there are some types of automated payment transactions which you will not be able to perform without immediate access to the Horizon system.** For further information, see Transactions - Serve Customer - Part one; Automated Payments; Automated Payments 'Out of Hours' Transactions.

- Keep all payments and supporting documentation accepted for 'out of hours' transactions separate to the money accepted for private business, stored in a secure place until the next period of post office operation.

Transactions accepted on days other than balancing day

- Perform transactions manually.
- Enter the transactions on the Horizon system during the next period of post office operation, using the 'Out of Hours' (OOH) stock unit.

Transactions accepted on balancing day

- Balance all stock units **except for the OOH stock unit** and roll them into the next Cash Account Period (CAP), as normal, see Balancing; General stock unit activities; Producing a stock unit balance snapshot.

Once these stock units have been rolled into the next CAP, they will be available for use on the next working day, even if the Cash Account has not been produced.

- Keep the 'out of hours' stock unit in the current CAP for the purpose of recording the out of hours transactions.
- Perform transactions manually.
- Enter the transactions on the Horizon system during the next period of post office operation, using the OOH stock unit.

When all the 'out of hours' transactions have been entered into the Horizon system.

- Balance the OOH stock unit and roll it into the next CAP, as normal.
- Proceed with the Cash Account, see Balancing; General stock unit activities; Producing a stock unit balance snapshot.

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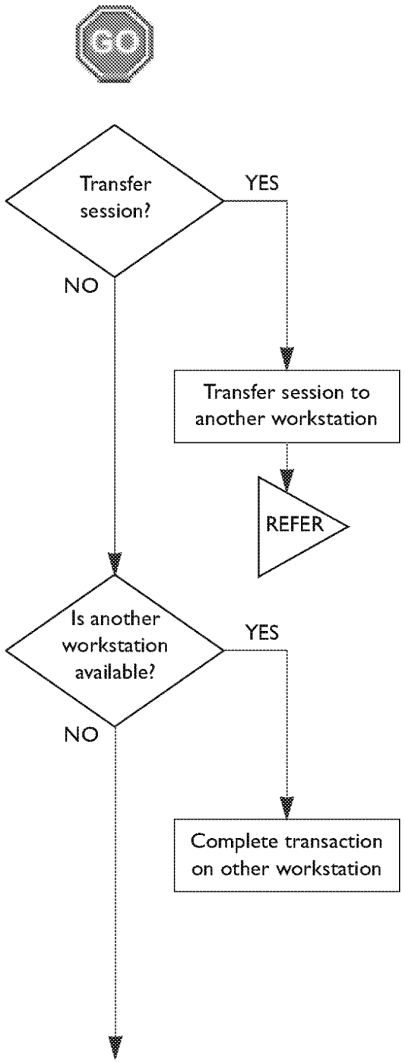
10 Completing transactions interrupted by system failure

Use this procedure when you need to complete a transaction interrupted by a system failure and the system has not been restored.

This procedure will need to be completed for all transactions that were in progress when the system failed, i.e. any transactions that were processed during the customer session prior to it being settled.

For further information, see:

- the Equipment Failure Checklist to see if you can solve the fault and to see if business can be continued without using manual transactions, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure)
- Recovering after system failure to enter data recorded during system failure, see Office Administration; System failure; Recovery procedures after system failure



- Check to see whether the session can be tranferred to another workstation

  Please note: In a multi counter office the session can be transferred unless it is the processor that has failed.

  If the session can be transferred:

  - Transfer the session to another workstation

  For information on transferring to a new counter position see System Administration; System features; Suspending and transferring transactions (sessions)

- Check to see whether another workstation is available

  If another workstation is available:

  - Complete the transaction on the other workstation

  Please note: If an AP transaction was interrupted by a system failure, it should not be undertaken at another workstation. For information on dealing with AP transactions that were on the stack, see

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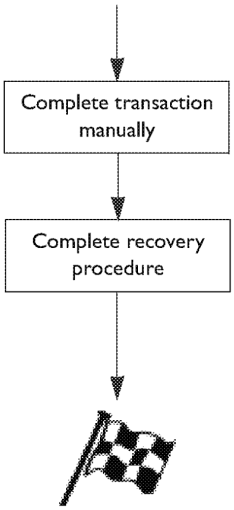
System failure & recovery



Transactions - Serve Customer - Part one; Automated Payments; Recovery of Automated Payments

- Complete the transaction manually

- Complete the recovery procedure when the Horizon System is restored.

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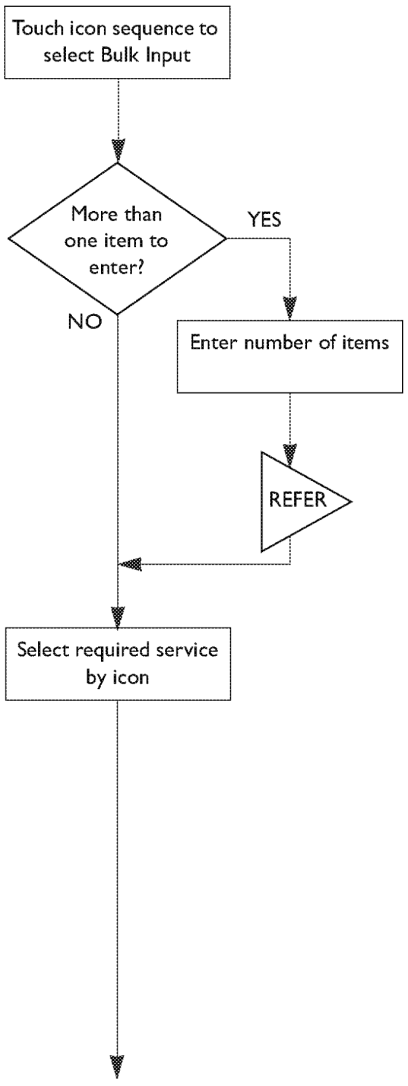
11 Entering bulk transactions following system failure

Use this procedure when you need to enter payment and receipt transactions in bulk on the Horizon system after system failure.

Bulk entry does not necessarily mean a large number of transactions; it may be only one transaction.
This procedure should be used for receipts and payments transactions (including non-value stock) only. Bulk changes to value stock items must be made by adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock.
Any non-customer service transactions should be entered normally when the system returns to service.



- Select the Bulk Input option by touching the following icon sequence:
  - Transactions
  - Bulk Input
- Check whether there is more than one item of the same value to enter

  If you need to enter more than one item:

  - Enter the number by using either of the following:
    - the keyboard
    - the Quantity icon

  For information on using the Quantity icon, see System Administration; System features; Using the Quantity icon.

- Select the appropriate icon for the service required

  Please note: You may need to go to a new screen in order to find the service you require.

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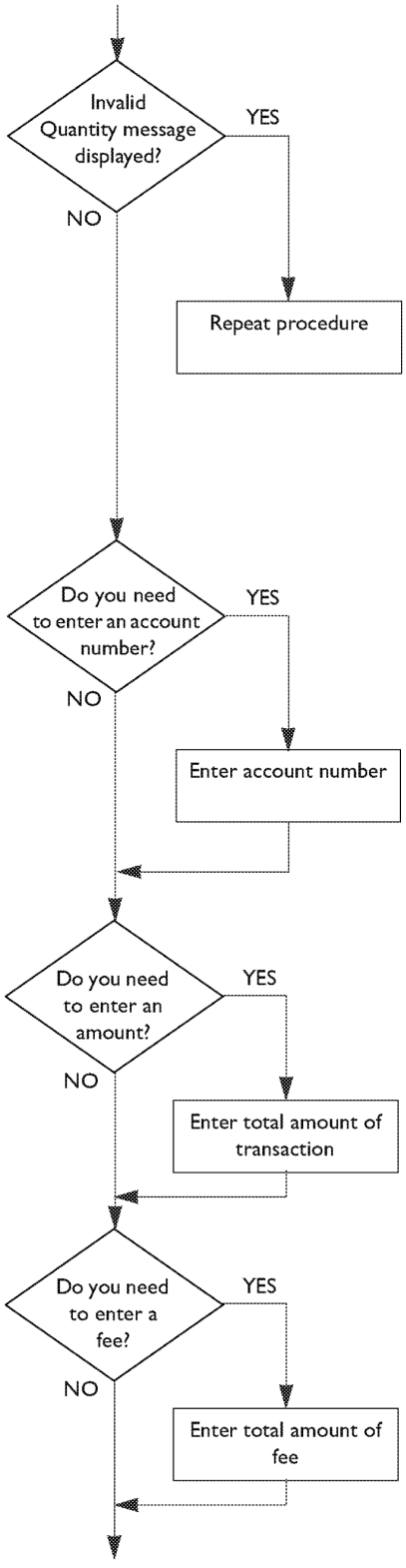
System failure & recovery



- Examine the screen to see whether an 'Invalid Quantity' message is displayed

  Please note: Some products can only be entered one at a time as additional data is required, for example BT bill receipts which require an account number.

  If this message is displayed:

  - Repeat the procedure from the flow-chart box 'Enter number of items' on page 37 , entering one item at a time.

  Please note: You must enter each item with a quantity of 1.

- Examine the screen to see whether the Horizon system is prompting you to enter an account number

  If you need to enter an account number:

  - Enter the account number, using either
    - the keyboard
    - the on-screen keypad

- Examine the screen to see whether the Horizon system is prompting you to enter an amount

  If you need to enter an amount:

  - Enter the amount using either:
    - the keyboard
    - the on-screen keypad

- Examine the screen to see whether the Horizon system is prompting you to enter a fee

  If it is:

  - Enter the amount using either:
    - the keyboard
    - the on-screen keypad

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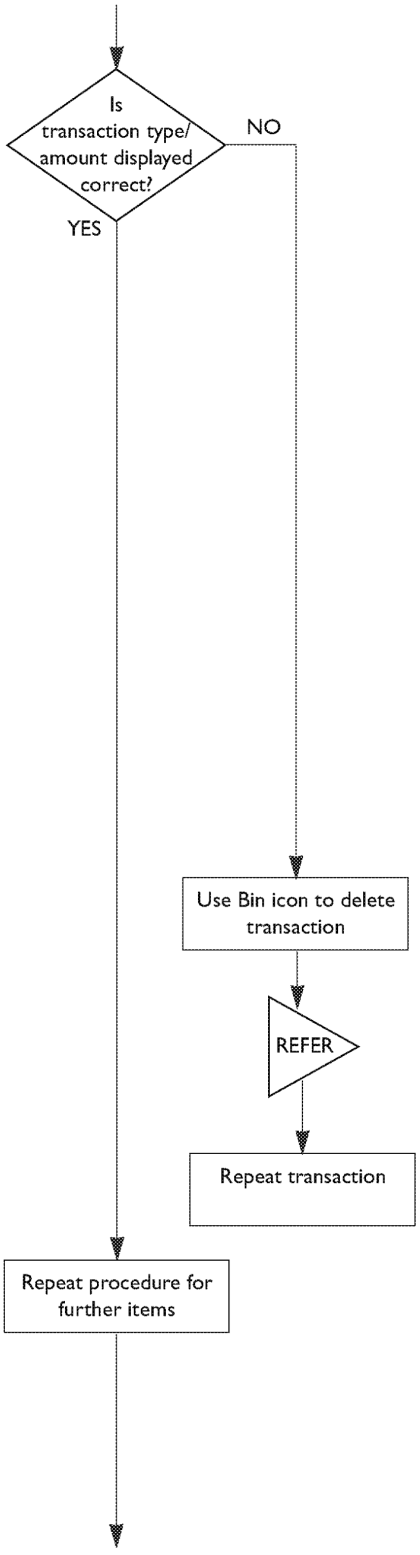
System failure & recovery



- Examine the screen to see whether the transaction type and amount displayed in the Transaction Stack are correct

  Each product that you select for bulk entry will only appear in the stack once. If you make another bulk entry for the same product, that additional bulk entry will be added on to the original total.

  A number will appear on the product icon indicating how many entries you have made for it.

  For example: If you complete an entry of three V11s at £150, an icon for V11s will appear on the transaction stack showing a value of £450 and a volume of 1. If you then make an entry of ten V11s at £82.50, the V11 icon already on the stack will be updated to include the additional V11 transaction. It will display a value of £1275 and a volume of 2. This indicates the total value for all V11s entered and the number of entries you have made, not the volume of V11s entered.

  If the transaction is not correct:

  - Use the Bin icon to delete the incorrect transaction

  For information on using the Bin icon see System Administration; System overview; Main functions of the system and how to move around it

  - Repeat the transaction from the flow-chart box 'Enter number of items' on page 37.

- Repeat procedure, if necessary, from the flow-chart box 'Enter number of items' on page 37.

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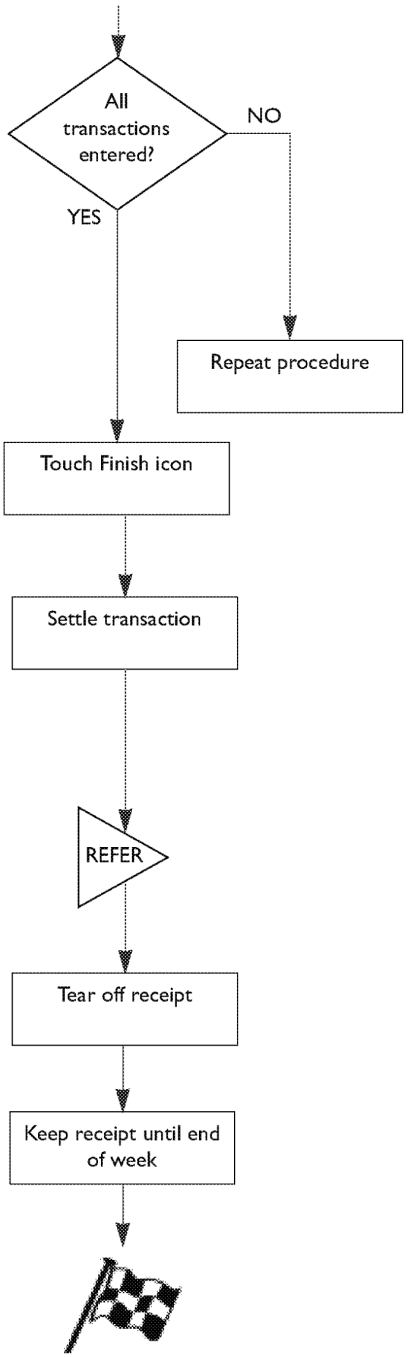
System failure & recovery



- Check whether you have entered all the transactions

  Please note: To view the full Transaction Stack touch the Open icon.
  For information on viewing the full Transaction Stack see System Administration; System overview; Main functions of the system and how to move around it

  If you have not entered all the transactions:

  - Repeat the procedure for any missing transactions.

- Touch the Finish icon

- Settle the transaction

  Please note: The transaction should be settled against the method of payment accepted in the original transaction.

  The Horizon system will produce the receipt automatically.

  For information on settling transactions see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

- Tear the receipt off the counter printer.

- Keep the receipt until the end of the week to help your reconciliation when balancing.

  Please note: Once the office has balanced and rolled over to the next Cash Account Period (CAP), you can destroy the receipt in the local waste.

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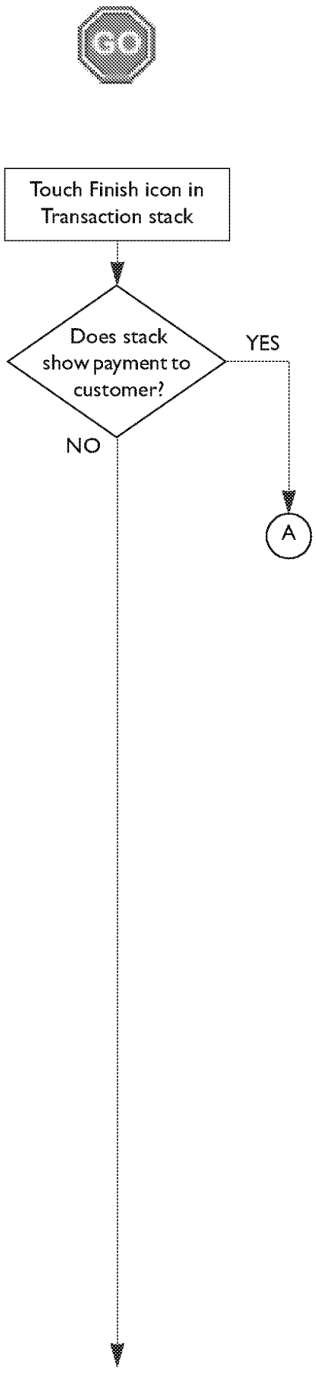
12 Settling transactions



When you need to settle a transaction in the Transaction Stack by entering one or more methods of payment:

Please note: The Horizon system enforces business instructions that govern which methods of payment may be used to pay for particular transactions.
For information on payment by voucher, see subsection 16; Vouchers.

- Touch the Finish icon in the Transaction Stack (or touch the Functions icon followed by the Settlement icon in the Serve Customer menu)

- Check whether the stack shows that a payment is due to the customer

If the stack shows that a payment must be made to the customer (Pay):

- Go to 'A' on page 47

If the stack shows that the customer owes a payment for the transaction (Take):

The Transactions: Settlement screen will be displayed featuring the following payment method icons:

- Cash (Fast): 'F1' (Settlement screen);'F15': (Desktop screen)
- Cheque (Fast): 'F2' (Settlement screen)
- Cash 'F3'
- Cheque 'F4'
- Giro transfer F5
- Vouchers F6 (contains picklist)
- Debit Card F7
- BT stmp rdm F9
- TV stmp rdm F10
- Water stmp rdm F11 (contains picklist)
- MVL stmp rdm F12
- Gas stmp rdm F13
- Elec stmp rdm F14 (contains picklist)

Please note: When either the Fast Cash or Fast Cheque icons are selected, the full amount of the Customer session is automatically settled.
When either 'Cash F3' or 'Cheque F4'

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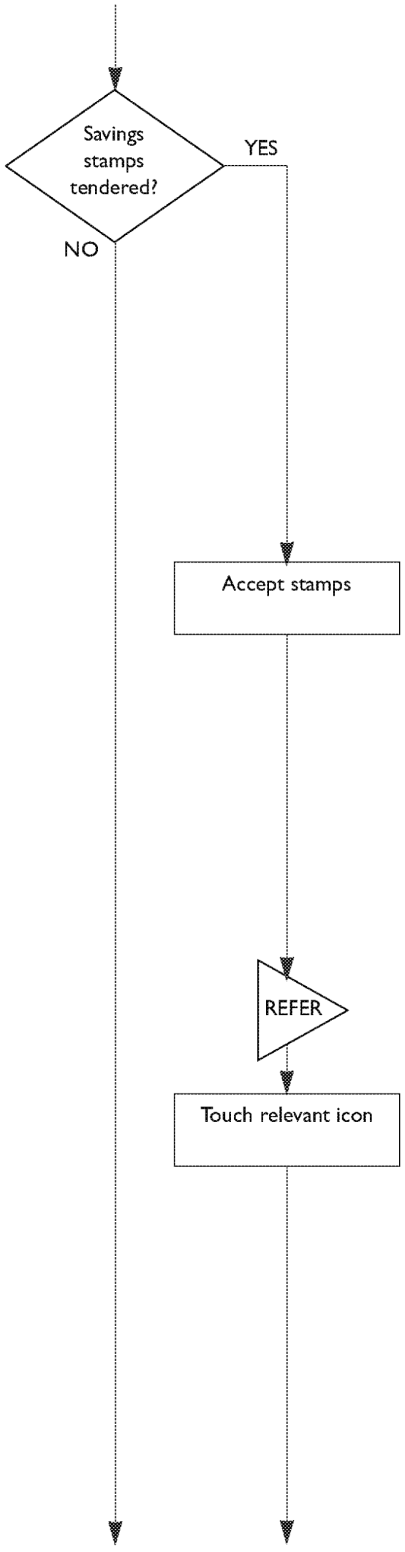

are selected, you need to enter the value of the cash or cheques tendered. The system will then display a new session total (usually change to the customer).

- Check whether the customer is paying with savings stamps

If savings stamps are tendered:

Please note: The Horizon system will only allow you to accept a particular type of savings stamp as payment, if the correct corresponding transaction is placed in the stack (eg TV Licence Savings Stamps for a TV licence).
If you accept Motor Vehicle Licence stamps, please enter the number of stamps accepted.

- Accept the stamps from the customer

Please note: If the customer pays an amount in savings stamps in excess of the value of the bill, give the customer the change in savings stamps (unless the excess amount is less than the cost of an individual stamp), which may be refunded in cash. You must complete a savings stamp sale to give the customer the change in stamps. For information on selling savings stamps, (see subsection 6; Selling stock items).

For information on the acceptance of savings stamps, please refer to the appropriate booklet of the Counters Operations Manual.

- Touch one of the following icons as appropriate:
  - BT stmp rdm (for a British Telecom phone bill)
  - TV stmp rdm (for a Television Licence)
  - Water stmp rdm (for a Water bill)
  - MVL stmp rdm (for a Motor Vehicle Licence)
  - Gas stmp rdm (for a Gas bill)
  - Elec stmp rdm (for an Electricity bill)

Please note: When redeeming Water or Electricity Savings Stamps, you must select the appropriate company name from the picklist displayed. For information on

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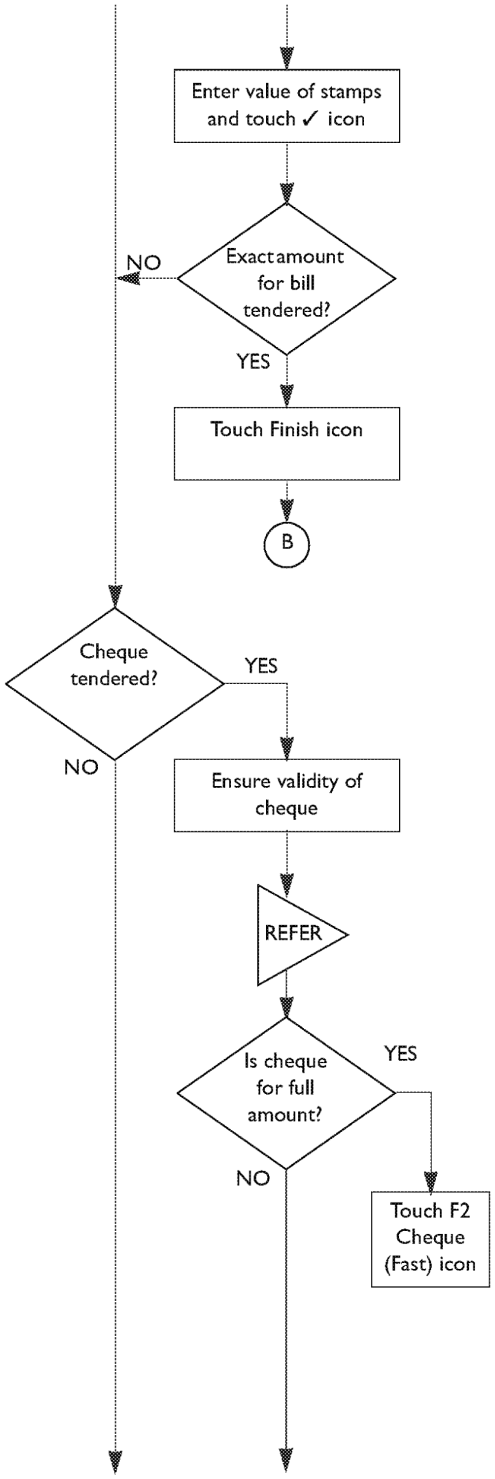
Miscellaneous



using a picklist, see System Administration; System features; Using picklists.

- Enter the total value of stamps received and touch the ✓ icon

- Check whether the customer has tendered the exact amount of the payment in stamps

If the customer has tendered the exact amount of the payment in stamps:

- Touch the Finish icon

- Go to 'B' on page 48.

- Check whether the customer is paying a cheque

If the customer is paying a cheque:

- Ensure the cheque is valid

For information on cheque acceptance † See (i) below

- Check whether the cheque is for the full amount of the outstanding payment.

If the cheque is for the full amount of the outstanding payment:

- Touch the Cheque (Fast) (F2) icon.

Please note: Alternatively, you can touch the Cheque icon, enter the amount and touch the Finish icon.

i. See Counters Operations Manual; Cash and cheque acceptance booklet; Cheque acceptance

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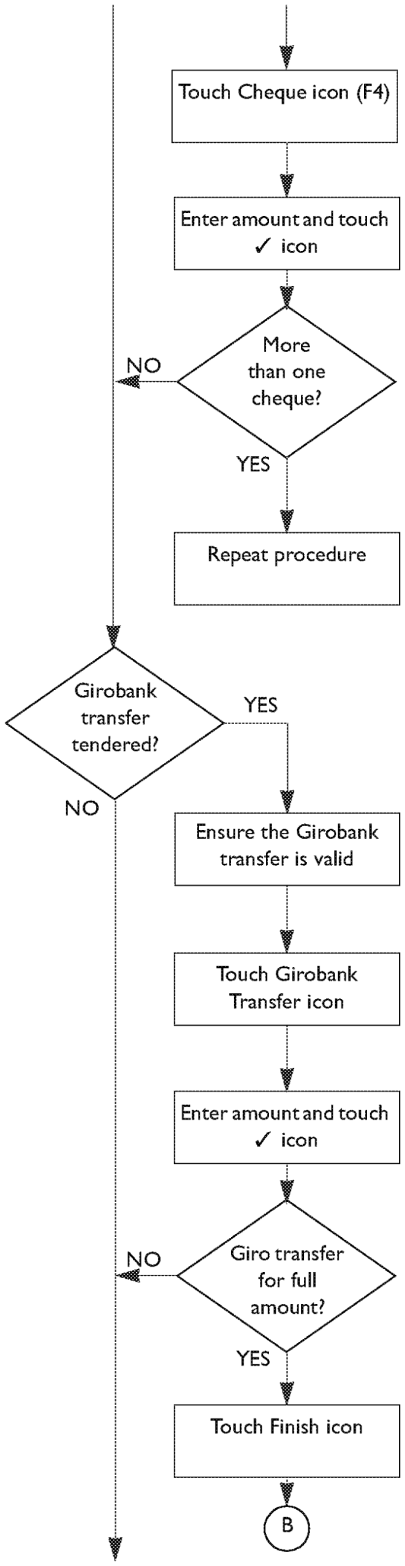

If the cheque is not for the full amount of the outstanding payment:

- Touch the Cheque icon (F4)
- Enter the amount and touch the ✓ icon
- Decide whether the customer is paying with more than one cheque

If the customer is paying with more than one cheque:

- Repeat the procedure from the flowchart box 'Cheque tendered?' on page 43.

- Check whether the customer is paying a Girobank transfer

If the customer is paying a Girobank transfer:

- Ensure the Girobank transfer is valid
- Touch the Girobank Transfer icon
- Enter the amount and touch the ✓ icon
- Check whether the Girobank transfer is for the full amount of the outstanding payment.

If the Girobank transfer is for the full amount of the outstanding payment:

- Touch the Finish icon
- Go to 'B' on page 48.

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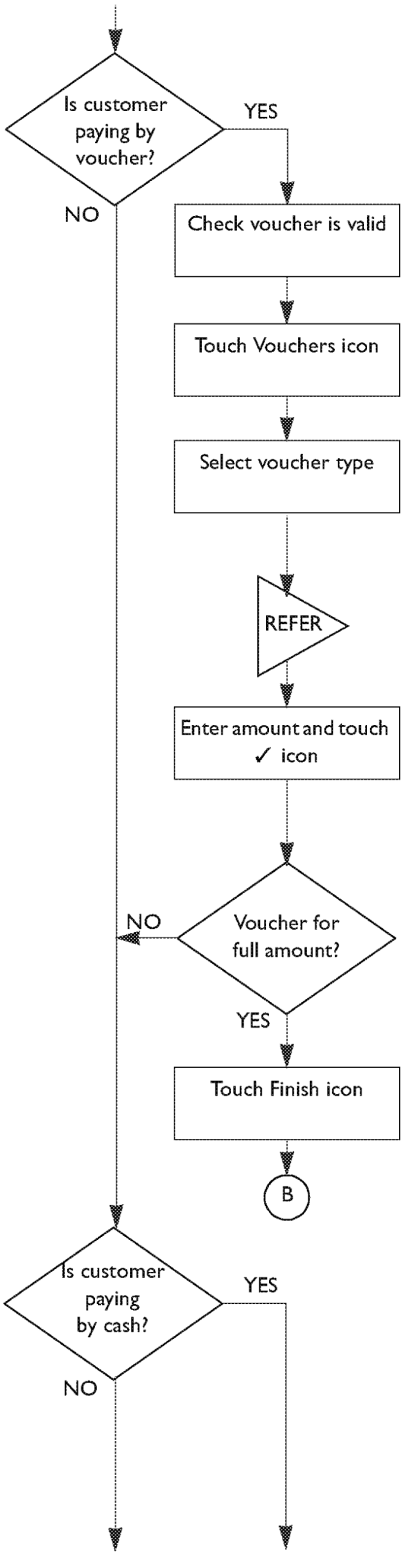
Miscellaneous



- Check whether the customer is paying by voucher

If the customer is paying by voucher:

- Check that the voucher is valid (see the individual voucher instructions for acceptance of the appropriate voucher)
- Touch the Vouchers icon
- Select the appropriate voucher type from the picklist

For information on using a picklist, see System Administration; System features; Using picklists

- Enter the amount and touch the ✓ icon
- Check whether the voucher is for the full amount of the outstanding payment

If the voucher is for the full amount of the outstanding payment:

- Touch the Finish icon
- Go to 'B' on page 48.

- Check whether the customer is paying by cash

If the customer is paying by cash:

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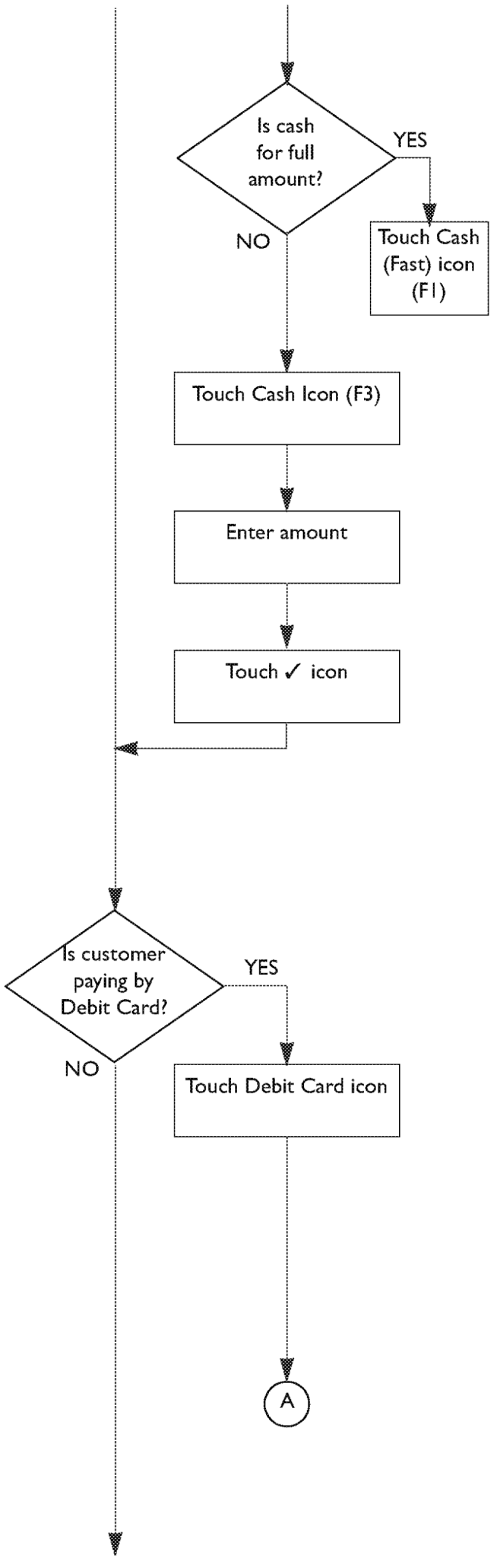

- Check whether the customer is paying the full amount in cash

If the payment is for the full amount due from the customer:

- Touch the (F1) Cash icon and calculate the change manually.

If the payment is not for the full amount:

- Touch the Cash icon (F3)
- Enter the amount tendered
- Touch the ✓ icon.

The transaction stack will display the outstanding balance, this will either be zero, money due from the customer (Take) or money due to the customer (Pay).

If the amount paid does not cover the whole of the payment, repeat the procedure from the flow-chart box 'Is customer paying by cash?' on page 45.

- Check whether the customer is paying by Debit Card

When a customer is paying by debit card:

- Touch the Debit Card icon

Please note: If the customer is not paying the whole amount by Debit Card, you must ensure that any other Methods of Payment are processed prior to selecting the Debit card icon. Selecting the Debit card icon will clear the outstanding balance and complete settlement.

- Go to 'A' on page 47.

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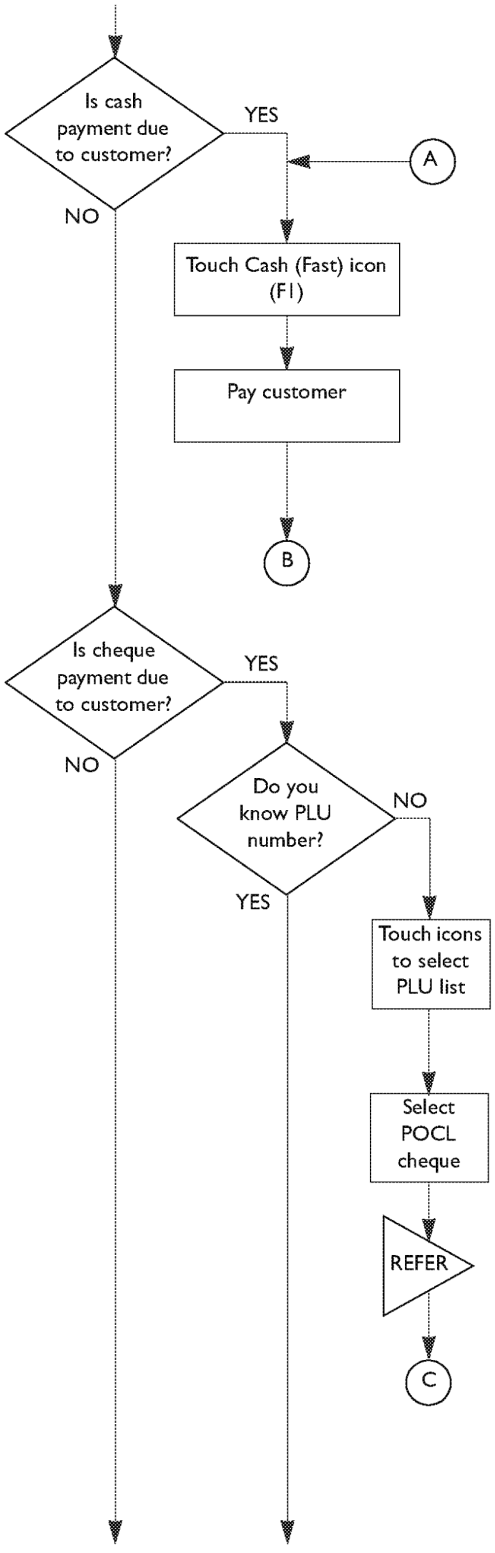
Miscellaneous



- Check the Transaction Stack to see whether a cash payment is due to the customer

When a cash payment is due to the customer:

- Touch the Cash (Fast) icon (F1)
- Pay the customer in cash

Please note: Alternatively, you can touch the Cash icon, enter the amount and touch the Finish icon.

- Go to 'B' on page 48.

- Check the Transaction Stack to see whether a payment by POCL cheque is due to the customer

When a payment by POCL cheque is due to the customer:

- Decide whether you know the PLU number

If you do not know the PLU number:

- Select the PLU list option by touching the following icon sequence:
  - Functions
  - PLU list
- Select the POCL cheque option from the PLU list

For information on using the PLU list, see System Administration; System features; Using Product Look Up (PLU) numbers.

- Go to 'C' on page 48

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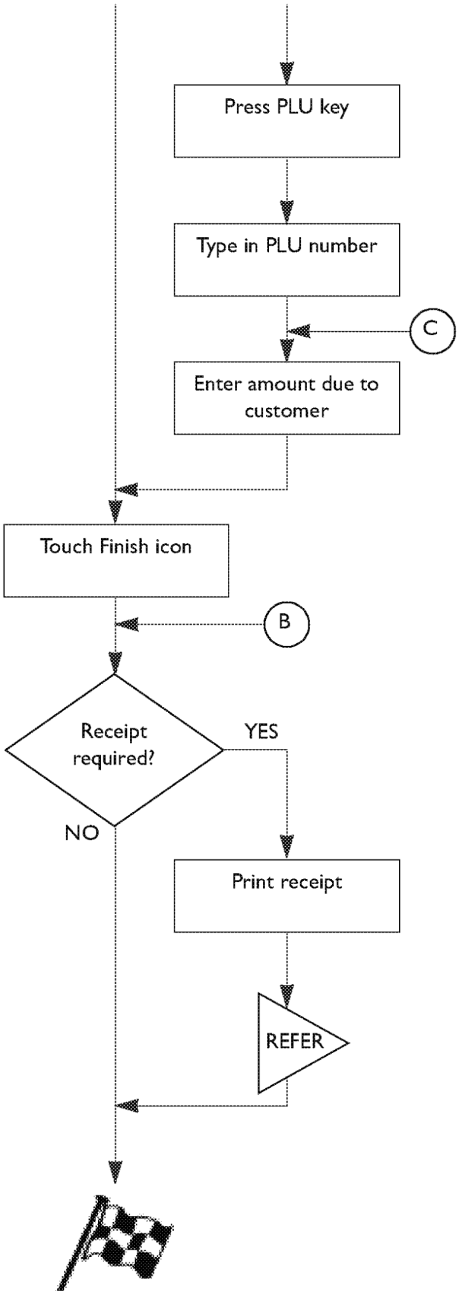
Miscellaneous



If you know the PLU number:

- Press the PLU key
- Type in the PLU number
- Enter the amount due to the customer.

- Touch the Finish icon

- Check whether the customer requires a receipt

If a receipt is required for the customer:

- Print a receipt, using the counter printer.

For information on printing a receipt, see subsection 13; Printing a receipt.

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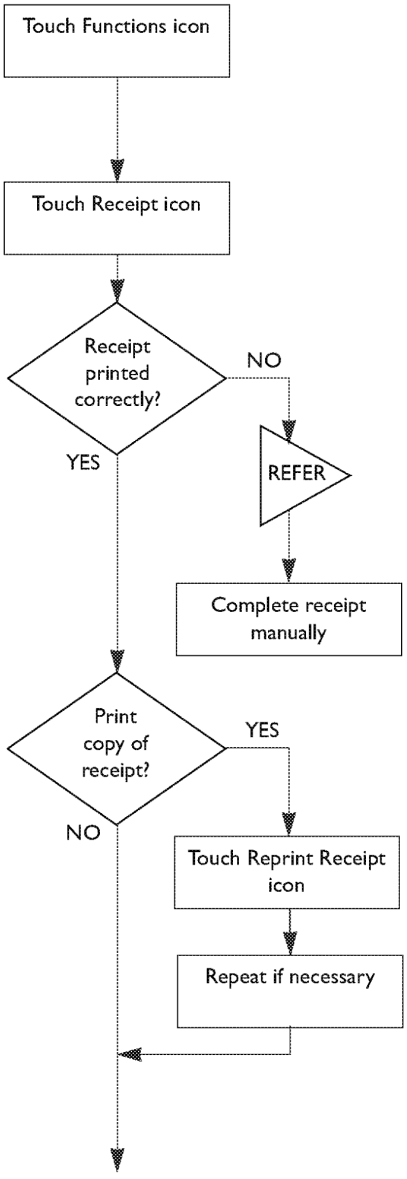
13 Printing a receipt



When you need to print a receipt for a customer transaction after settling the transaction:

Please note: As an alternative, you can press the RECPT key on the keyboard to print the receipt, then press the RECPT key again for a further receipt.
For some transactions it is mandatory for a receipt to be printed. In these cases the Horizon system will automatically print a receipt.

- Touch the Functions icon from the Serve Customer screen

  Please note: The Serve Customer screen will automatically be displayed after the transaction is settled.

- Touch the Receipt icon

- Check whether the receipt has printed correctly

  If the receipt has not printed correctly:

  For information on equipment failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

  - If the printer does not work, complete a receipt manually.

- Decide if you need to print a copy of the receipt

  If you need to print a copy of the receipt:

  - Touch the Reprint Receipt icon

  - Repeat if necessary.

  Please note: There is no restriction on the number of copies of the receipt that the Horizon system can produce before the

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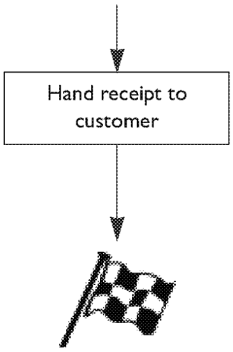

start of the next session. All receipts produced after the original will be marked 'duplicate'.

- Tear off the receipt and hand it to the customer.

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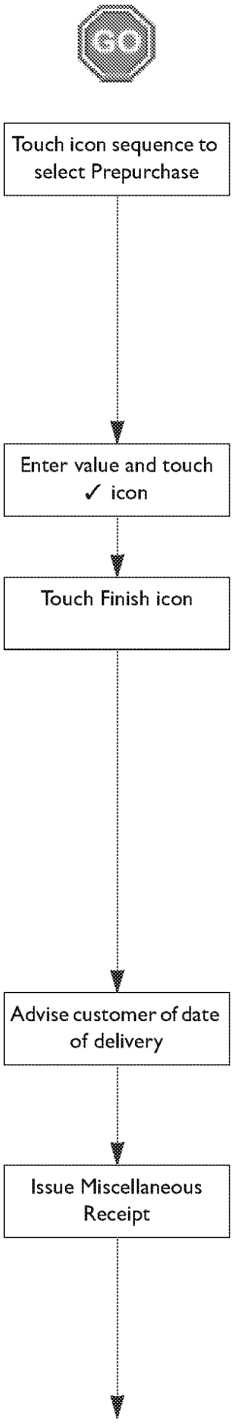
14 Pre-purchase transactions



14.1 Pre-purchase of product/service

When a customer pays for a product or service that cannot be supplied to them at the time the transaction takes place:

- Select the Prepurchase option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Prepurchase

  This will place the value of the transaction in the Uncharged Receipts, which will account for the increase in cash holdings until the goods/services are supplied to the customer.
- Enter the value of the service or product and touch the ✓ icon
- Touch the Finish icon

  Please note: When you enter the transaction, the system cash holding levels will automatically be increased. If the customer has paid by any other method, you will need to adjust your stock.
  For information on adjusting stock see Balancing; Balancing an individual stock unit; Adjusting stock.

  The Transactions Housekeeping screen will be displayed.
- Advise the customer when to return so that the goods/services can be supplied
- Issue a receipt to the customer on the Miscellaneous Receipt form P1091L (ensure that you record all the important details of the transaction, such as number of items, date, value, etc)

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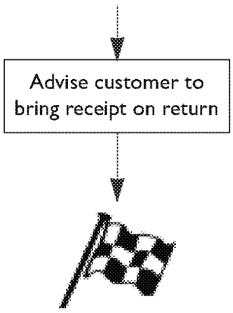
Miscellaneous



- Advise the customer to bring the receipt with them when it is time for them to return.

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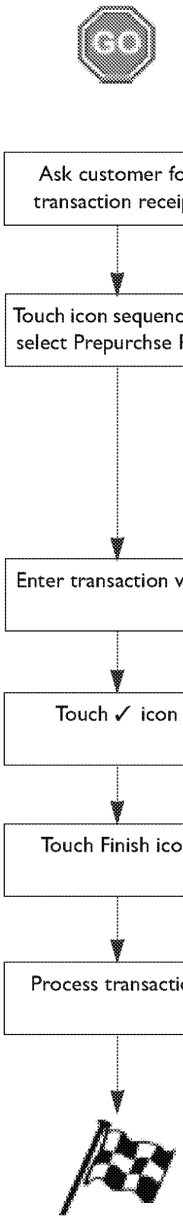
14.2 Delivery of pre-purchase items



When the customer returns to your office for the goods/services that they paid for at an earlier date:

- Ask the customer for the transaction receipt
- Select the Prepurchse Rdm option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Prepurchse Rdm

  This will remove the value of the transaction from the Uncharged Receipts.
- Enter the value of the transaction
- Touch the ✓ icon
- Touch the Finish icon

  The transaction is automatically settled to cash.
- Process the transaction as normal

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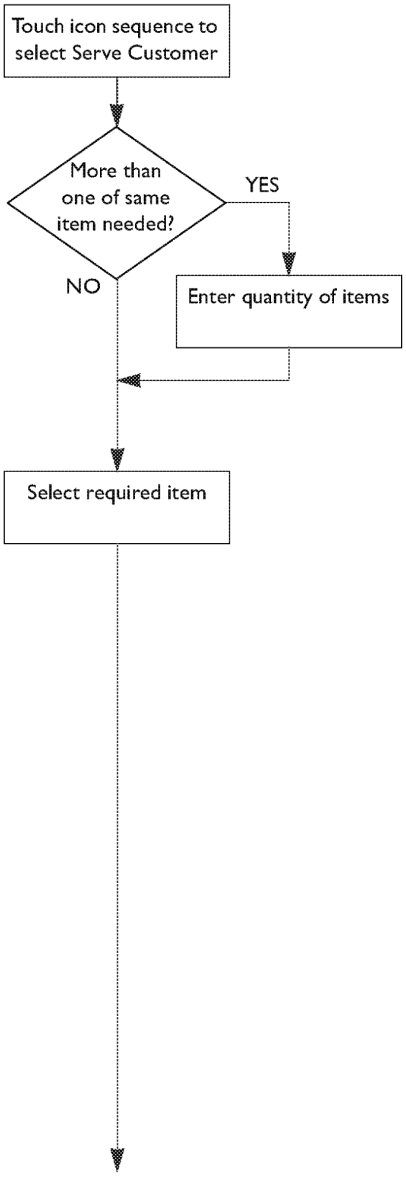
15 Non-value transactions

When you carry out a transaction for which there is no charge, but it needs to be entered on the system so that the volume of transactions can be recorded.

Please note: Record non-value transactions using the existing manual procedures. Enter them on the Horizon system at the end of the Cash Account week as appropriate, before you have balanced the last stock unit.



- Select the Serve Customer option by touching the following icon sequence:
  - Transactions
  - Serve Customer
- Check whether there is more than one of the same item

If there is more than one of the same item:

- Enter the quantity by using either of the following:
  - the keyboard
  - the Quantity icon (see subsection 10; Using the Quantity icon)
- Select the required item by touching the appropriate icon or icon sequence

For example: If you perform an E111 transaction, you touch the following icon sequence:
- Other Products
- Travel
- E111

The selected item will be displayed in the stack.

You will be prompted if any additional information is required, for example an account number. In this case only a quantity of one is allowed for the transaction.

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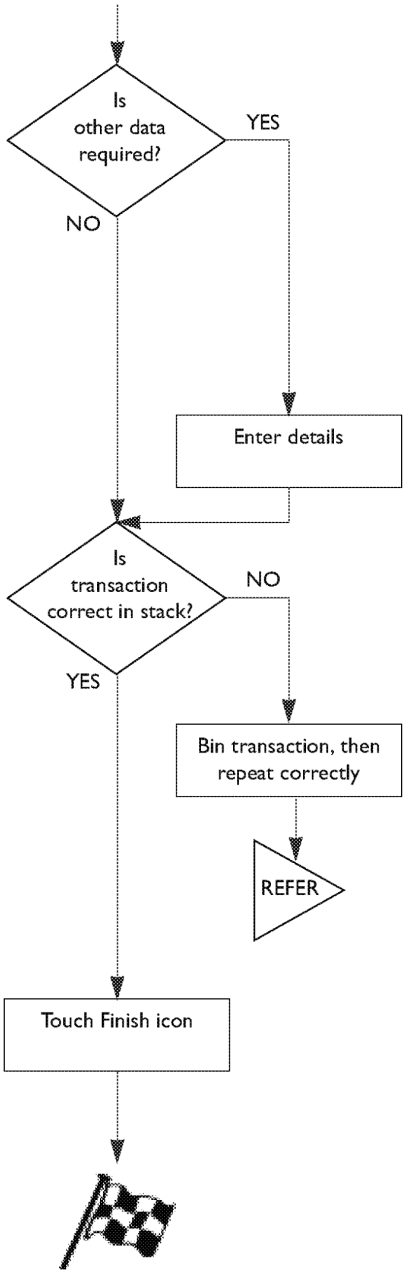

- Examine the screen to see whether any other data is required

  Please note: If other data is required, a quantity of one (1) only can be inserted. The system will display a warning message if you have entered more than one transaction.

  If other data is required:

  - Enter the required details.

- Examine the Transaction Stack to see whether the correct transaction type, volume and a value of 0.00 are displayed

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

  For information on using the Bin icon, see System Administration; System overview; Main functions of the system and how to move around it.

- Touch the Finish icon.

  Please note: The balance shown for non-value transactions will be zero. When the fininsh icon is selected the system automatically settles the transactions.

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16 Vouchers

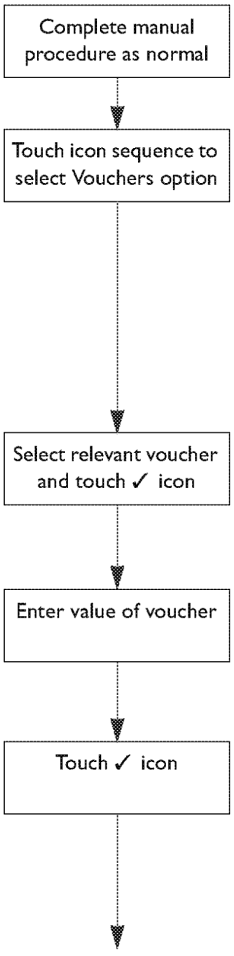
There are two types of voucher that will affect your office accounting on the Horizon system:

- vouchers that are held as value stock/suspense account items before remittance to the CRU
- vouchers that are accounted for as a payment on the Cash Account, and despatched to Chesterfield

Please note: Only vouchers that are held as value stock/suspense account items should be remitted or transferred as stock items, see Transactions - Other - Part one; Transfers & remittances; Transferring cash and stock or Transactions - Other - Part one; Transfers & remittances; Dealing with remittances.

Vouchers accepted as money payment can be entered on the Horizon system either as a voucher payment or as part of the settlement on the Transaction Stack.

When a voucher is tendered for payment as part of a transaction:



- Complete the transaction for the product/service as normal
- Select the Vouchers option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Functions
  - Settlement
  - Vouchers

  The screen will display a picklist of voucher types.
- Select the relevant voucher to highlight it and touch the ✓ icon
- Enter the value of the voucher
- Touch the ✓ icon to accept the value

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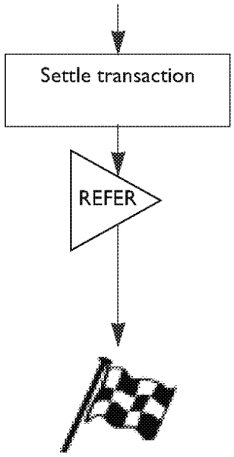

- Settle remainder of the transaction as normal.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

For information on balancing stock units containing vouchers in the suspense account, see Transactions - Other - Part two booklet; Miscellaneous; RD cheques, Vouchers and POCL cheques

For information on remitting vouchers, see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances to the Automated Distribution Centre.

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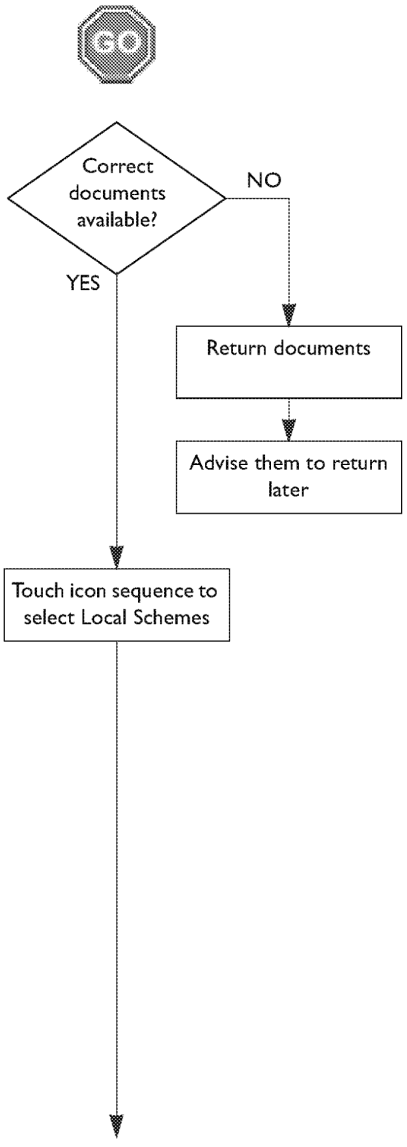
17 Local Schemes

17.1 Carrying out a transaction

When a customer wishes to purchase a voucher or permit for a Local Scheme or to make a payment towards a Local Scheme:

Please note: For information on what to do at the end of the day if a Local Scheme is accounted for on a Girobank deposit slip, see para ; page 61.

For information on accepting Smart Cards† See (i) below



- Check whether the customer has correct documents available

  If the customer does not have all the necessary documents:

  - Return the documents to the customer
  - Advise them to return later with the correct documents.

- Select the Local Schemes option by touching the following icon sequence:

  - Transactions
  - Serve Customer
  - Local Schemes

  The following list of icons is displayed:

  - Travel Schemes
  - Home Care
  - Meals on Wheels
  - Rent Vouchers
  - Rent Cards
  - CTax Vchrs
  - CTax Cards
  - Elec Schemes
  - Misc Schemes

i. See Counters Operations Manual; Automated Payments booklet 1; Terminals; Smart Cards

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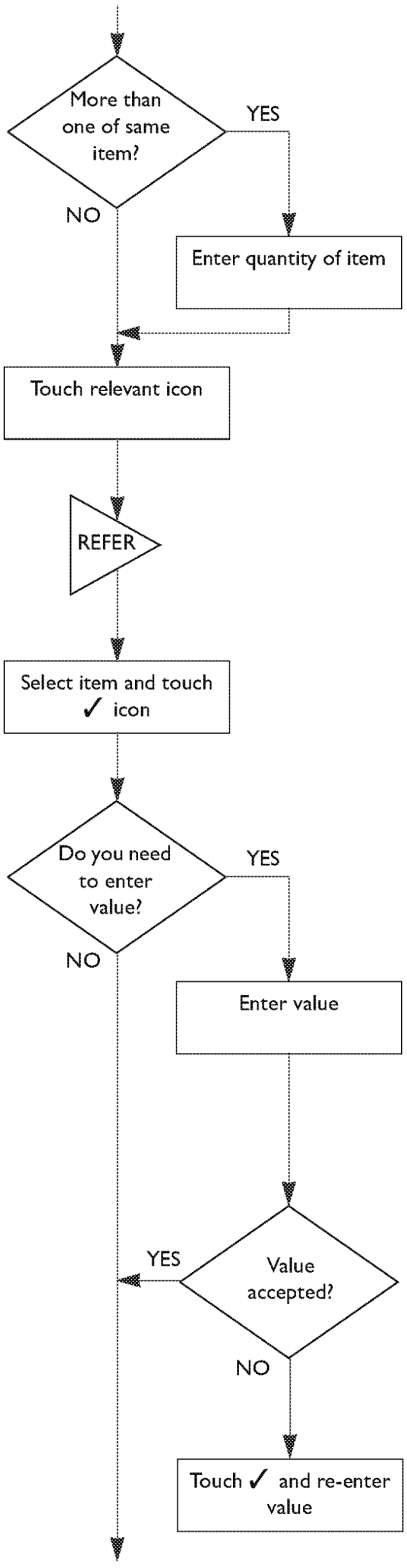
Miscellaneous



- Check whether the customer requires more than one voucher, permit, etc of the same type

  If the customer wants more than one item of the same type:

  - Enter the number of items by using either of the following:
    - the keyboard
    - the Quantity icon see System Administration; System features; Using the Quantity icon

- Touch the icon for the service/product requested

  After a short delay, the relevant picklist will be displayed.

  For information on using picklists, see System Administration; System features; Using picklists.

- Touch an item line to highlight it and touch the ✓ icon

- Examine the screen to see whether you need to enter the value of the service/product

  If you need to enter the value:

  The Amount screen will be displayed.

  - Enter the value of the product by using either:
    - the keyboard
    - the on-screen number pad

  - Examine the screen to see whether the system has accepted the value you have entered

  Please note: The value must be within the limits for that product.

  If you enter a value outside the limit:

  - Touch the ✓ icon and re-enter the value.

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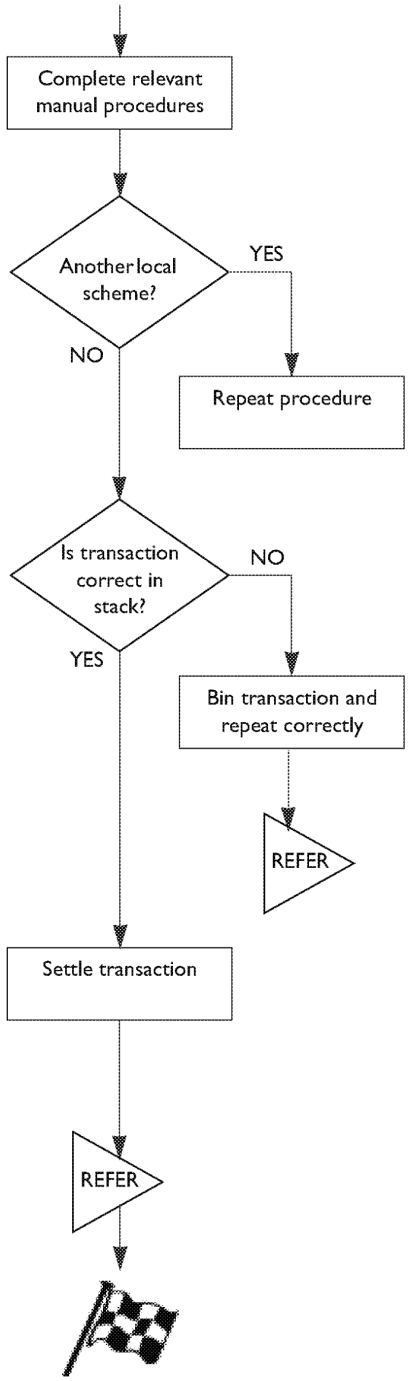

- Complete the appropriate manual procedures for the service/product requested

- Check whether the customer requires another local scheme transaction

  If the customer does require another local scheme transaction:

  - Repeat the procedure from the flow chart box 'More than one of same item?' on page 59

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction from the flow-chart box 'More than one of same item?' on page 59.

  For information on using the Bin icon, see System Administration; System overview; Main functions of the system and how to move around it.

- Settle the transaction.

For information on settling transactions, see subsection 12; Settling transactions.

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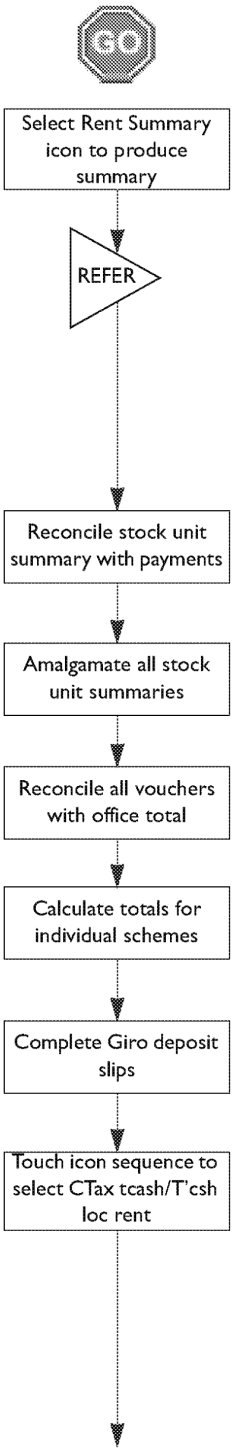
Miscellaneous

17.2 End of day accounting

When you need to account for Local Schemes, such as Rent and Council Tax payments by completing a daily Girobank deposit slip at the end of each day:



- Select the Rent Summary icon to produce a summary

  For information on producing weekly counter reports, see Reports; Weekly summaries; Producing a weekly counter summary or see Reports; Daily summaries; Producing a daily counter summary

  Please note: Different Rent or Council Tax schemes will appear on the same summary. You must reconcile all schemes against the summary.

- Reconcile the stock unit summary with the appropriate vouchers or payments

- Amalgamate all the stock unit summaries produced in the office

- Reconcile all the vouchers/payments accepted in the office with the total of the amalgamated summaries

- Calculate a separate total for each individual scheme

- Complete a Girobank deposit slip for the total value for each individual scheme

- Select the Rent or Council Tax tcash option by touching the following icon sequence:

  - Transactions
  - Serve Customer
  - Other Products
  - Girobank
  - CTax tcash or T'csh loc rent

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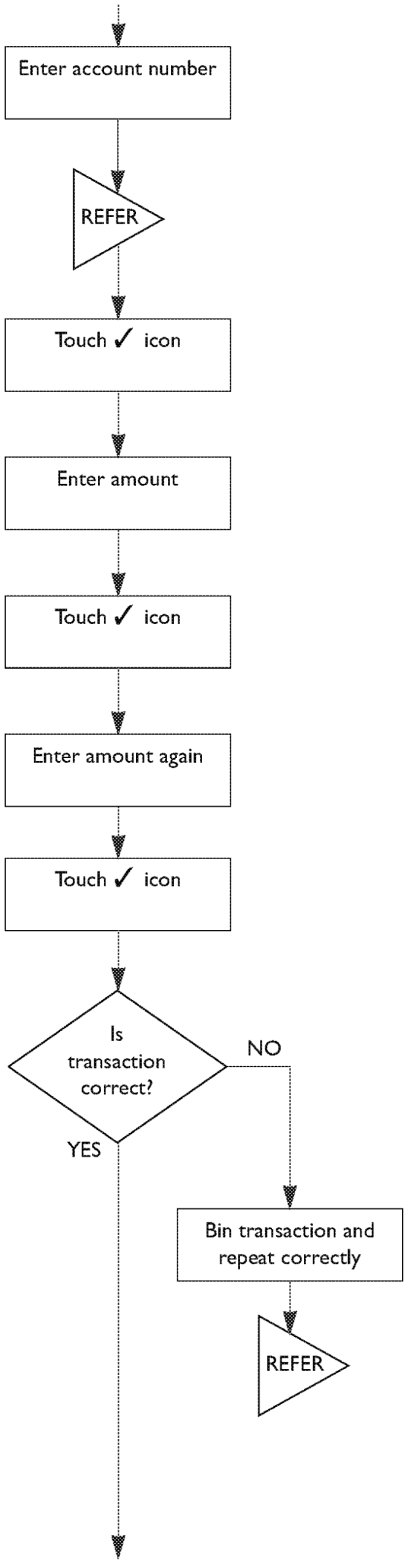

- Enter the account number

  For information on entering an account number and value, see Transactions - Serve Customer - Part two; Receipt transactions; Receipt transactions.

- Touch the ✓ icon

- Enter the amount

- Touch the ✓ icon

- Enter the amount again (this is to account for the Girobank deposit on the system)

- Touch the ✓ icon

  The transaction will appear in the Transaction Stack.

- Examine the Transaction Stack to see whether the transaction is correctly displayed showing a total of £0.00

  If the transaction is not correct in the stack:

  * Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

  For information on using the Bin icon, see System Administration; System overview; Main functions of the system and how to move around it.

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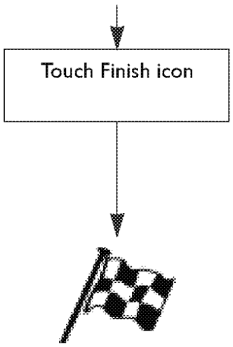

- Touch the Finish icon.

Please note: Remember to check the Cash Account to ensure that the Rent and Council Tax schemes total on the Receipts section is the same value as the equivalent line on the Payments section.

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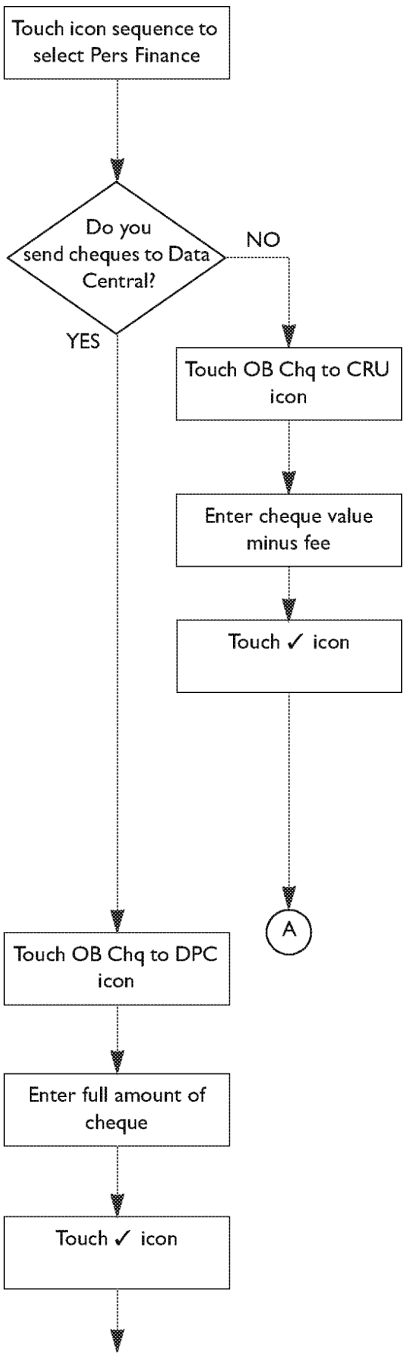
18 Cashing Other Banks' Cheques

When a customer wishes to encash a cheque using the Cashing Other Banks' Cheques service:



- Select the Personal Finance option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Other Products
  - Pers Finance
- Determine whether you send your encashed cheques to Data Central

If you do not send your encashed cheques to Data Central:

- Touch the OB Chq to CRU icon
- Enter the amount of the cheque less the value of the fee
- Touch the ✓ icon

Please note: The cheque will become part of your stock and must be remitted out at the end of the day.
For information on remitting out see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances.

Go to 'A' on page 65.

- Touch OB Chq to DPC icon
- Enter the full amount of the cheque
- Touch the ✓ icon

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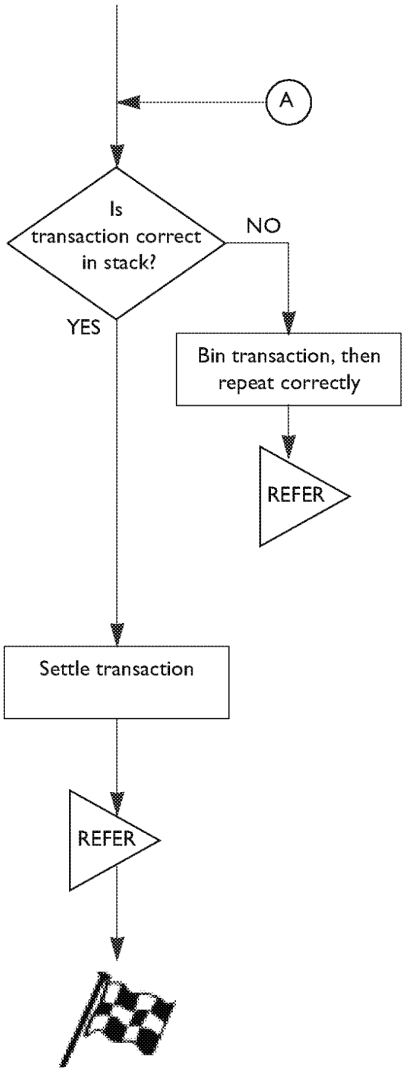

The amount of the cheques less the fee will appear in the Transaction Stack.

Please note: The cheque is not part of your stock and must only be despatched to Data Central. You do not need to remit out the cheque.

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

If the transaction in the stack is incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon see Office Administration; Equipment information and maintenance; Counter equipment.

- Settle the transaction.

For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

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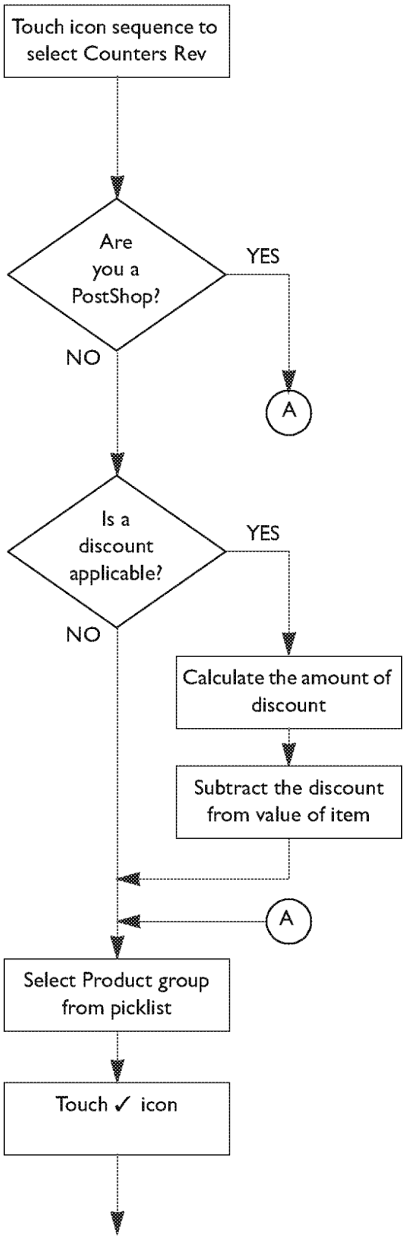
19 Selling retail items

Use this procedure to record your retail sales if you are a Branch office selling retail items (including PostShops). This can be done either at the time of serving the customer or at the end of the day/week.



- Select the Counters Revenue option by touching the folowing icon sequence:
  - Transactions
  - Serve Customer
  - Other Products
  - Retail
  - Counters Rev
- Decide whether you are selling retail items through a PostShop

  If you are:

  - Go to 'A' on page 66
- Decide whether the customer is allowed a discount

  If they are:

  - Calculate the amount of discount by multiplying the value of the item by the percentage discount
  - Subtract the discount from the value of the item to obtain the discounted value
- Select the appropriate product group from the picklist
- Touch the ✓ icon

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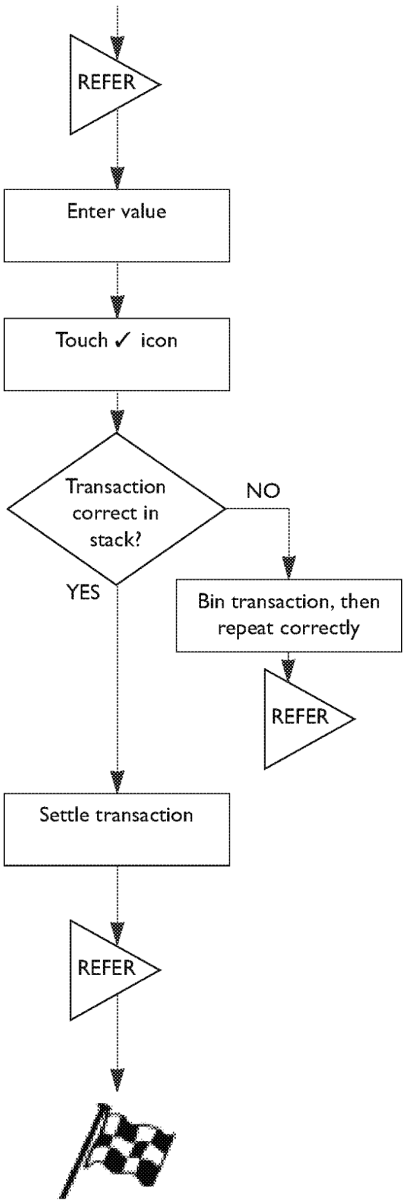
Miscellaneous



For information on using picklists, see System Administration; System features; Using picklists.

- Enter the value of the item

  Please note: Where a discount has been given to the customer, the discounted value must be entered.

- Touch the ✓ icon

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment.

- Settle the transaction.

For information on settling transactions, see subsection 12; Settling transactions.

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Introduction

This booklet contains information about the transfer and remittance functions of the Horizon system.

A transfer is the movement of cash, stock and vouchers between stock units in an office.

A remittance is the movement of cash, stock and vouchers between post offices and other units, for example the Automated Distribution Centre or Data Central.

You will find information about using the Horizon system to manage transfer, remittances, pouch delivery/collection and entering bar-codes from remittance advices etc. manually.

It also contains information about dealing with remittance discrepancies.

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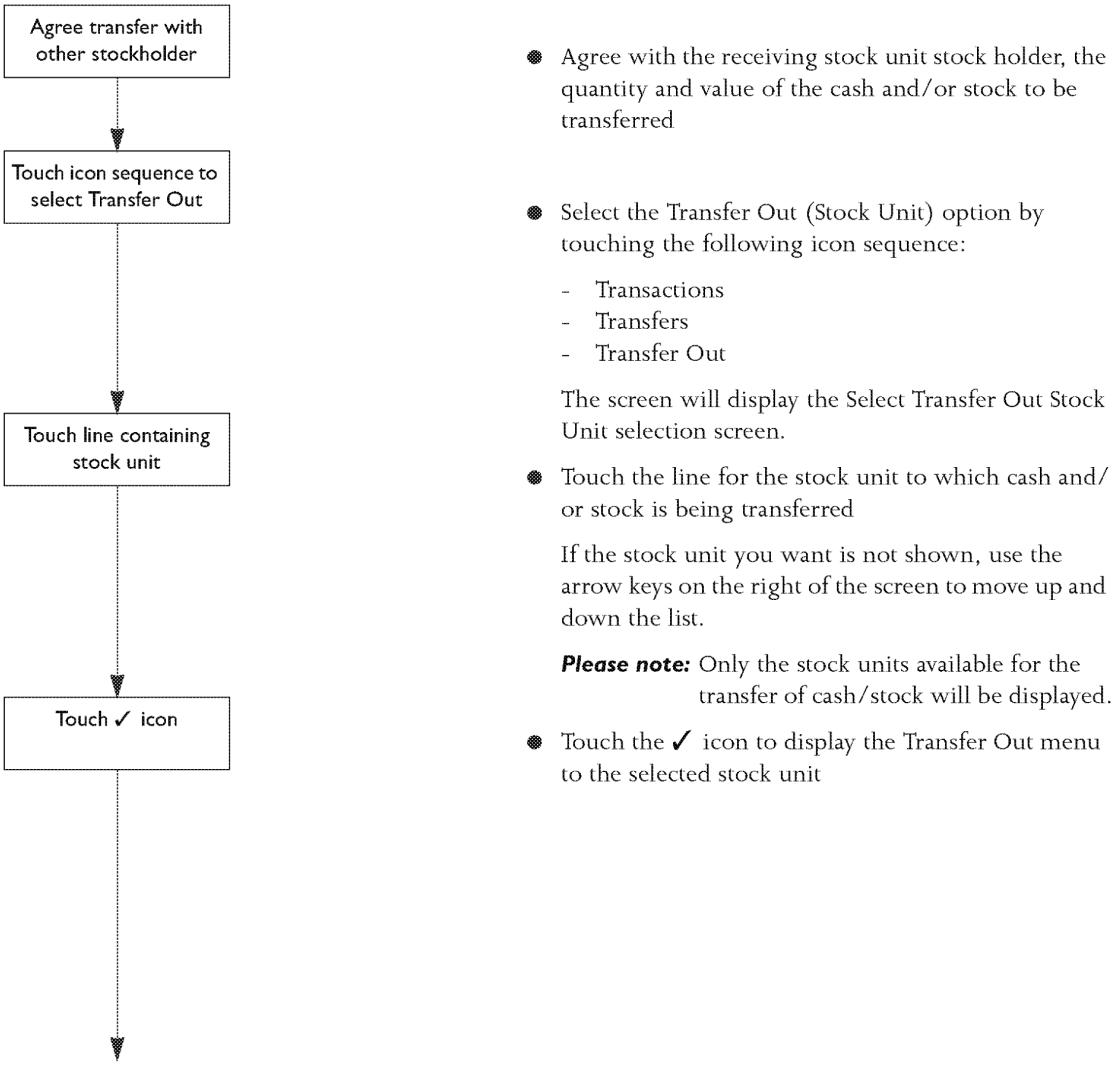
1 Transferring cash and stock

1.1 Transferring cash and stock out of a stock unit

Use this procedure when you transfer cash and/or stock to another stock unit.

Cash and/or stock can only be transferred into another stock unit in the same Cash Account Period (CAP). A stock unit cannot balance and roll over into the next Cash Account Period until all transfers out have either been transferred in by the receiving stock unit or reversed.

For information on reversing transfers, see paragraph 1.3; page 8.



- Agree with the receiving stock unit stock holder, the quantity and value of the cash and/or stock to be transferred

- Select the Transfer Out (Stock Unit) option by touching the following icon sequence:

  - Transactions
  - Transfers
  - Transfer Out

  The screen will display the Select Transfer Out Stock Unit selection screen.

- Touch the line for the stock unit to which cash and/or stock is being transferred

  If the stock unit you want is not shown, use the arrow keys on the right of the screen to move up and down the list.

  Please note: Only the stock units available for the transfer of cash/stock will be displayed.

- Touch the ✓ icon to display the Transfer Out menu to the selected stock unit

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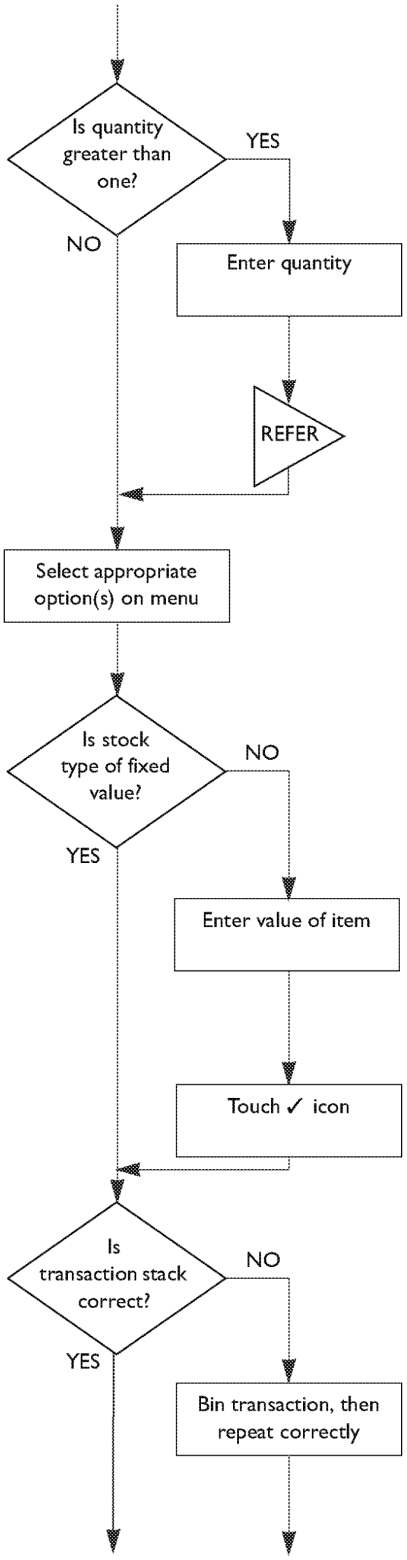
Transfers & remittances



- Check whether the quantity of stock is greater than one unit

  If the quantity is greater than one:

  - Enter the total quantity of stock to be transferred by using either of the following:
    - the keyboard, (and typing in the number)
    - the Quantity icon

  For information on using the Quantity icon, see System Administration; System features; Using the Quantity icon.

- Select the appropriate option(s) on the menu selection so that the relevant item type is displayed

- Decide whether the stock type to be transferred is a fixed value or an open value product

  If the stock type to be transferred is an open value product:

  - Enter the value of the item to be transferred.

  Please note: Definitive postage stamps must be transferred out by denomination, but other postage is shown on the system as a bulk figure.

  - Touch the ✓ icon to confirm the value.

  The Transfer Out menu will be displayed and the Stack will show details of the stock to be transferred (including any fees).

- Examine the Transaction Stack to see whether the correct transaction type and amount is displayed

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

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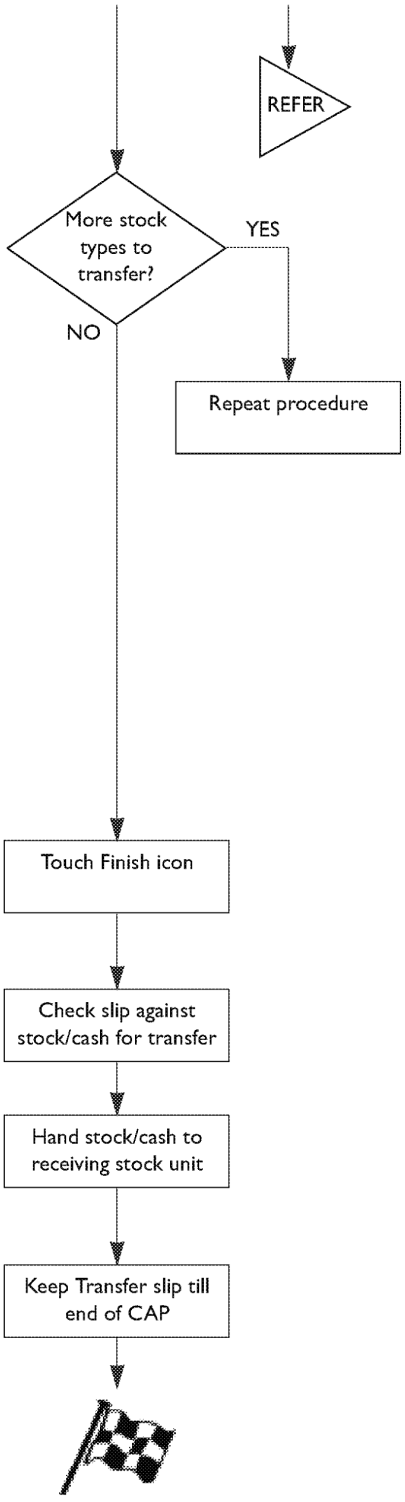
Transfers & remittances



For information on using the Bin icon, see System Administration; System overview; Main functions of the system and how to move around it.

- Check whether there are further types of stock to be transferred out from your stock unit

If there are further stock types to be transferred out:

- Repeat the procedure from the flow-chart box 'Is quantity greater than one?' on page 2.

Please note: To obtain fixed value products not shown on the 'Transfer Out to stock unit' menu, touch the Prev icon in order to return to the 'Transfer Out to stock unit' menu of items.
The procedure may be repeated with different stock types.
All items transferred may be viewed by touching the More icon above the Stack, which appears when the Stack is full see System Administration; System overview; Main functions of the system and how to move around it

- Touch the Finish icon

  The 'Transfer Out to stock unit' menu will be displayed and the Horizon system will produce a Transfer slip.

- Check the Transfer slip against the stock or cash which is being transferred

- Hand the stock and/or MOP to the receiving stock unit for checking against the Transfer slip

  The receiving stock unit must check the stock and/or cash, then sign and return the Transfer slip.

- Keep the signed Transfer slip until the end of the Cash Account Period

  After the end of the CAP the slip must be kept in the office for two years.

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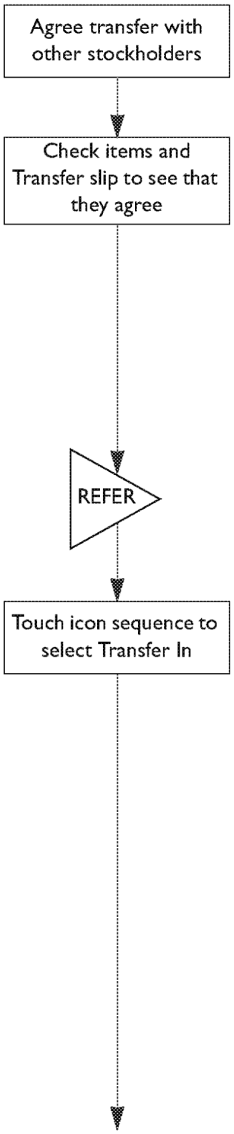
1.2 Transferring cash and stock into a stock unit

Use this procedure when you receive cash and/or stock from another stock unit.

A stock unit cannot balance and roll over to the next Cash Account Period until all the outstanding transfers due to the stock unit have been transferred in or reversed by the sender. For information on reversals, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

You cannot transfer in cash or stock until the supplying stock unit has transferred out.



- Agree the quantity and value of the stock and/or method of payment (MOP) to be transferred with the supplying stock unit
- Check the items and the Transfer slip from the supplying stock unit to see that they agree

  Please note: The transfer slip provides a detailed breakdown of products transferred, listing the appropriate volume and value against each item.

  If they do not agree, the supplying stock unit must either supply the correct stock and/or MOP or reverse the transfer out.

  For information on reversing transfers see paragraph 1.3; page 8.

- Select the Transfer In (Stock Unit) option by touching the following icon sequence:

  - Transactions
  - Transfers
  - Transfer In

  The Horizon system will display a list of any outstanding transfers in for the stock unit in use. They are listed in three columns:

  - source stock unit
  - session number of supplying stock unit
  - total value of transfer in

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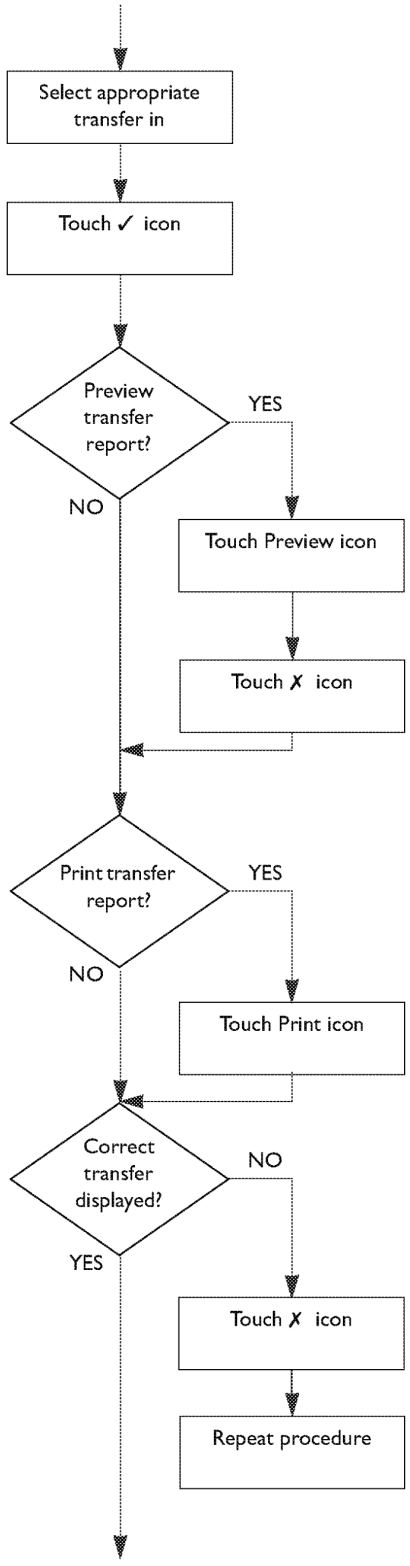
Transfers & remittances



- Select the 'Transfer in' you need by touching the appropriate item in the list

- Touch the ✓ icon

  The Horizon system will display the:

  - total transfer value
  - supplying stock unit
  - destination stock unit

- Decide whether you want to preview the transfer report

  If you want to preview the transfer report:

  - Touch the Preview icon.

  - Touch the ✗ icon to exit the preview and return to the 'Transfer in' details screen.

- Decide whether you want to print the transfer report

  Please note: To do this you will need to select the print option as a report is not produced automatically.

  If you want to print the transfer report:

  - Touch the Print icon.

- Examine the screen to see whether the correct transfer is displayed

  If the correct transfer is not displayed:

  - Touch the ✗ icon

  The Horizon system will return to the Transfer screen without committing the transfer.

  - Repeat the procedure from the flow-chart box 'Select appropriate transfer in' on page 5.

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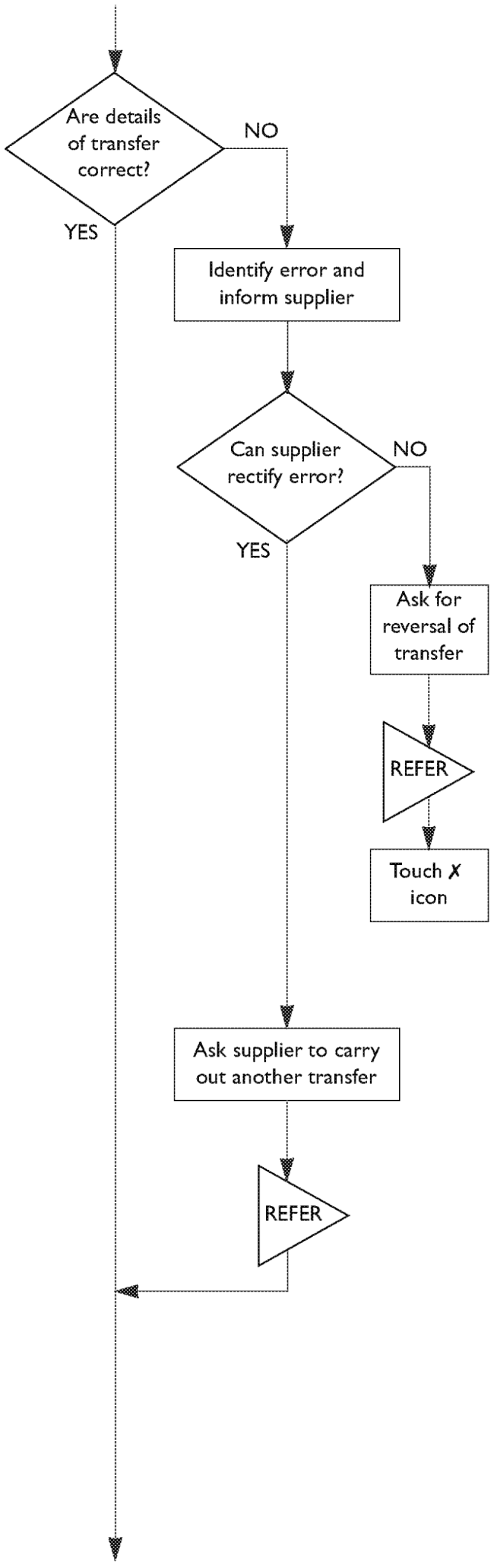
Transfers & remittances



- Examine the screen to see whether the details of the transfer are correct

If the details are not correct:

- Identify the error and inform the supplier

- Check whether the supplying stock unit can supply the correct stock and/or MOP or complete a second transfer for the items omitted in the first transfer

If the sender cannot rectify the error:

- Ask the sender to reverse the transfer

For information on reversing transfers, see paragraph 1.3; page 8.

- Touch the ✗ icon.

The Horizon system will return to the Transfer screen without committing the transfer.

If the supplying stock unit can rectify the error:

- Ask them to carry out another transfer

For information on transferring cash and stock out of a stock unit, see paragraph 1.1; page 1.

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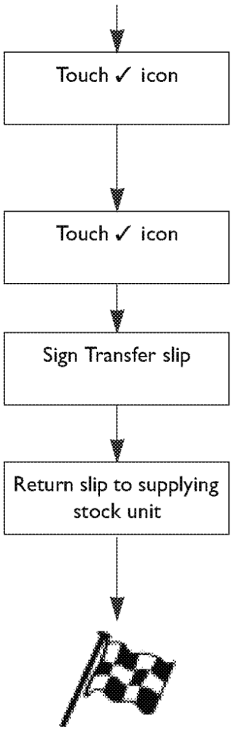
Transfers & remittances



- Touch the ✓ icon

  The Horizon system will return to the Transfer screen and commit the transfer. This cannot now be reversed.

- Touch the ✓ icon to confirm that the transfer is complete.

- Sign the Transfer slip that was given to you by the supplying stock unit

- Return the Transfer slip to the supplying stock unit.

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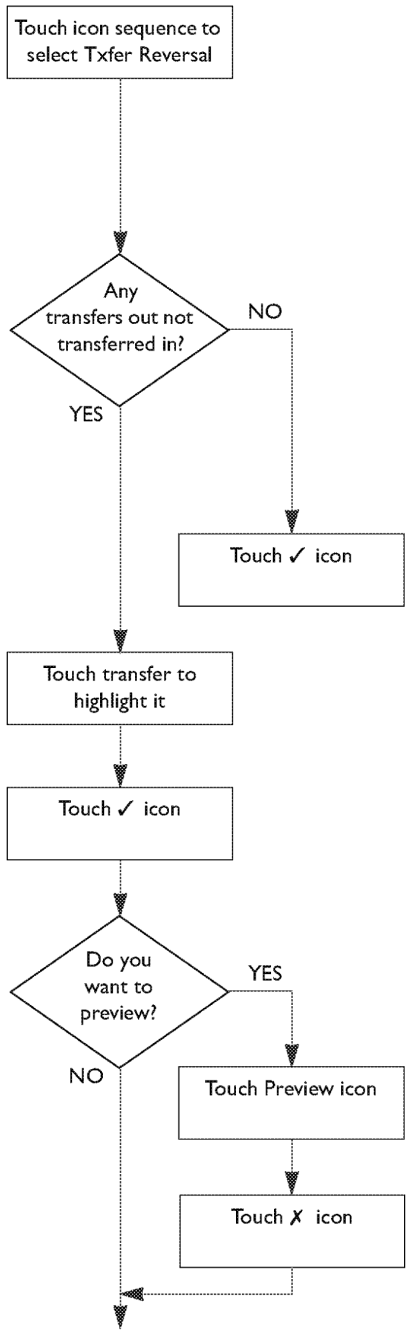
1.3 Transfer reversals

Use this procedure when you need to carry out a transfer reversal.

A transfer reversal may only be carried out when a transfer out has not been transferred in.



- Select the Transfer Reversal option by touching the following icon sequence:
  - Transactions
  - Reversals
  - Txfer Reversal

  The system will display a picklist of all transfers out from the stock unit which remain not transferred in.

- Check whether there are any transfers out that do not have a corresponding transfer in on the system

  If there are no transfers out without a corresponding transfer in:

  A warning message will be displayed to say that there are no reversible pending transfers.

  - Touch the ✓ icon to return to the Transaction Reversals screen.

- Select the transfer to be reversed by touching the appropriate line to highlight it

- Touch the ✓ icon to proceed with the transfer reversal

  The Transfer Out Details screen will be displayed.

- Decide whether you wish to preview the transfer

  If you wish to preview the transfer selected:

  - Touch the Preview icon to display the transfer selected on the screen

  - Touch the ✗ icon to return to the Transfers Out Details screen.

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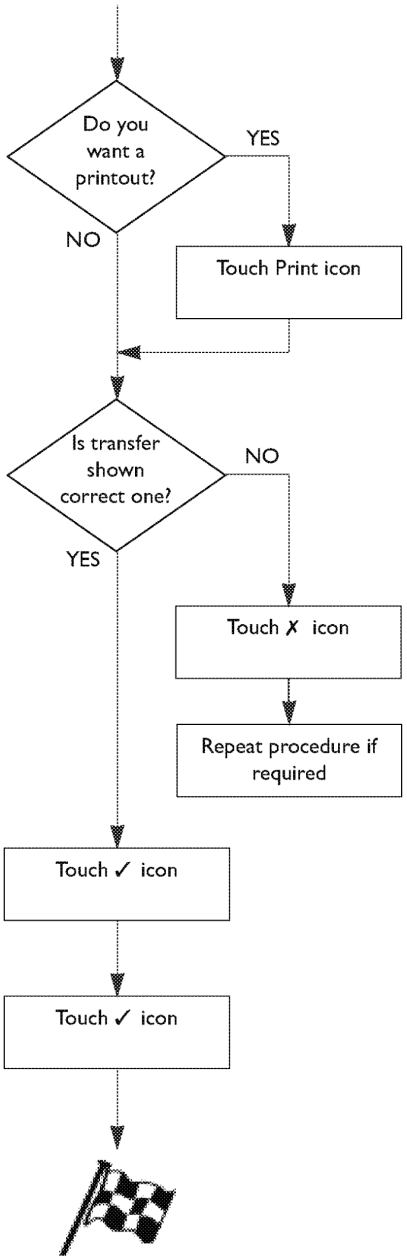
Transfers & remittances



- Decide whether you want a printout of the transfer selected

  If you want a printout of the transfer selected:

  - Touch the Print icon.

- Check to see whether the transfer selected is the one that you wish to reverse

  If the transfer selected is not the one that you wish to reverse:

  - Touch the ✗ icon to return to the Transaction Reversals screen

  - Repeat the procedure for a different transfer if required.

- Touch the ✓ icon to reverse the selected transfer

  A print of the reversal will be automatically produced. The system will remain on the Transfer Out Details screen.

- Touch the ✓ icon to return to the Transaction Reversals screen.

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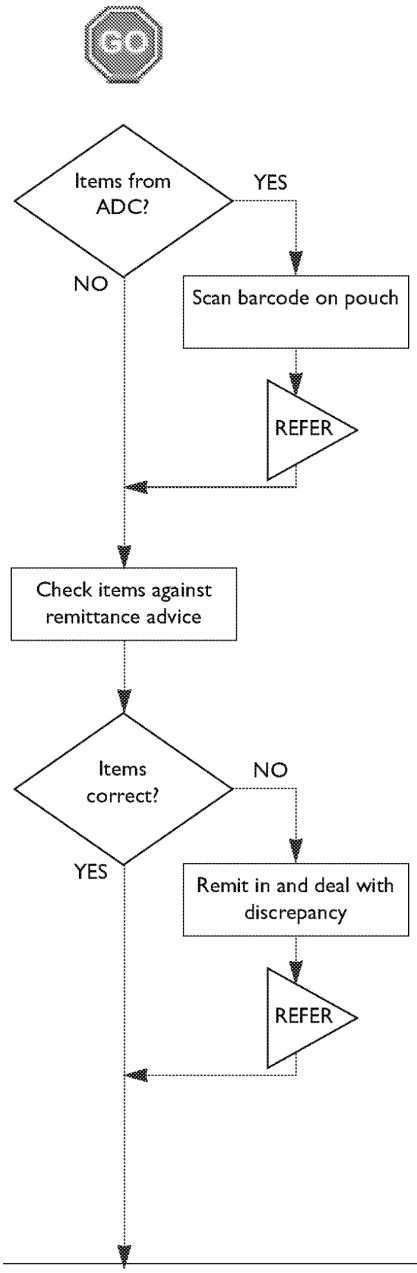
2 Dealing with remittances

2.1 Remittances in

Perform a remittance in when you receive items into your office from an external source.

Please note: You must book in all items you receive on the day you receive them.



- Decide whether the items have been sent from the ADC

  If the items are from the ADC:

  - Scan the barcode on the pouch.

  For information on scanning barcodes and dealing with the printed delivery receipt, see subsection 5; Confirming pouch delivery and collection.

- Check the items received against the remittance advice

- Decide whether the items are correct

  If the items are not correct:

  - Remit in the items shown on the remittance advice as if they are correct and deal with the discrepancy

  For information on dealing with a remittance discrepancy, see subsection 3; Dealing with a remittance discrepancy or † See (i) below.

i. See Counters Operations Manual; Cash Account Balancing and Preparation; Remittances; Checking procedures

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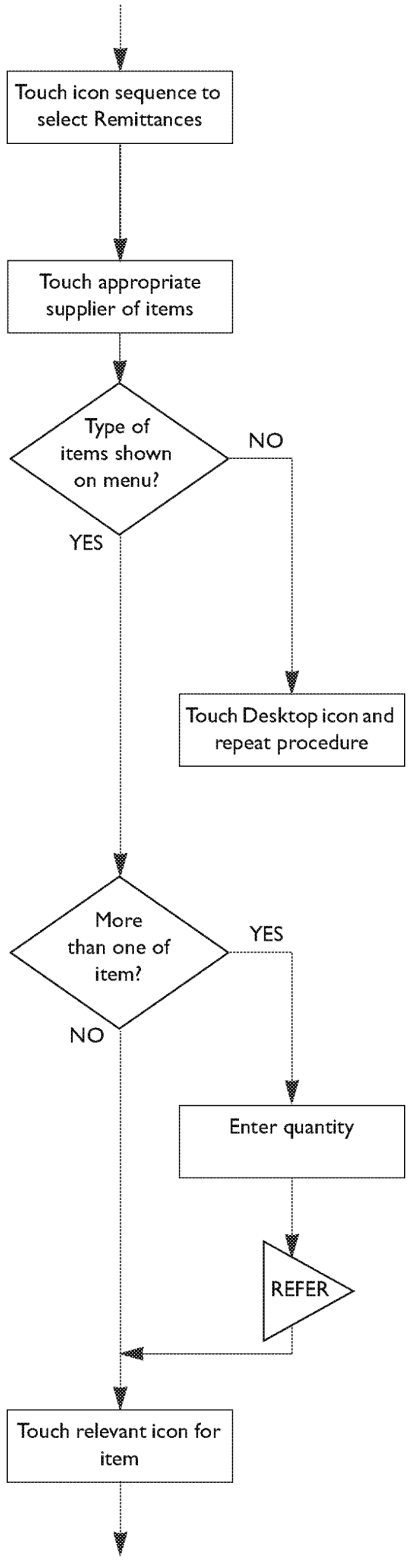
Transfers & remittances



- Select the Remittances option by touching the following icon sequence:
  - Transactions
  - Remittances
- Touch the appropriate supplier of the stock or MOP by touching one of the following icons:
  - In ADC
  - In Client
- Decide whether the menu shows the type of items to be remitted in

  The screen will show all available products for the supplier. You may need to move round the screen to find the item you require.

  If the type of item to be remitted is not shown, you have selected the wrong supplier:

  - Touch the Desktop icon and repeat the procedure from the flow-chart box 'Touch icon sequence to select Remittances' on page 11, ensuring you select the correct supplier.
- Decide whether you are remitting in more than one of the item

  Please note: If the item is made up of cash or cheques, you do not need to enter a quantity.

  If there is more than one item :

  - Enter the quantity by using either of the following:
    - the keyboard (and typing in the number)
    - the Quantity icon

  For information on using the Quantity icon, see System Administration; System features; Using the Quantity icon
- Touch the relevant icon(s) for the item

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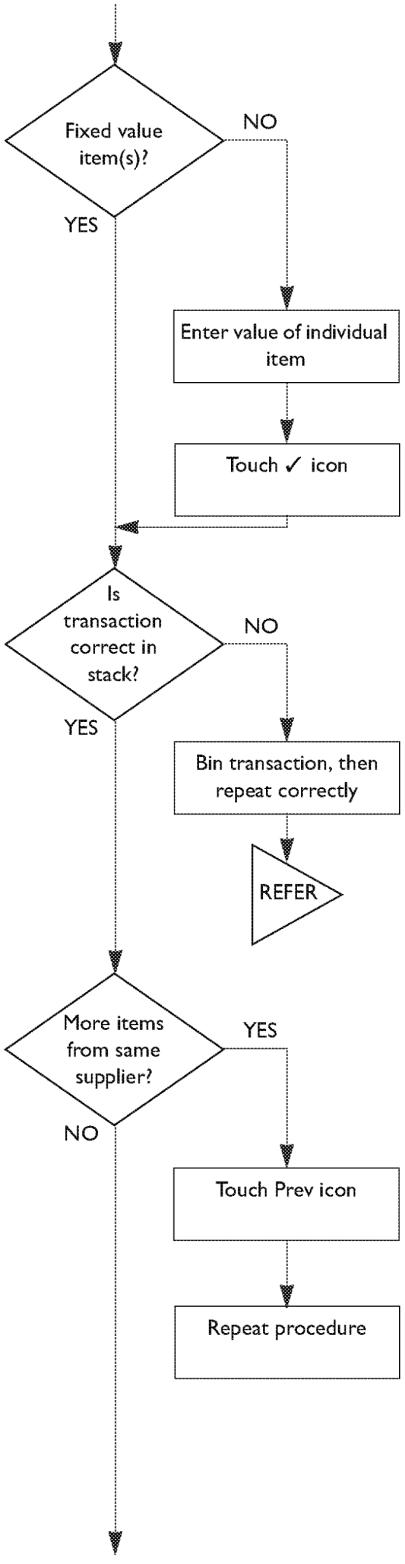
Transfers & remittances



- Decide whether the item(s) are fixed value products

  Please note: Definitive postage stamps are remitted in by denomination. Other postage is increased in the stock holdings.

  If the items are not fixed value:

  - Enter the value of the individual item

  - Touch the ✓ icon to confirm the value.

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

  For information on using the Bin icon, see System Administration; System overview; Main functions of the system and how to move around it

- Check whether there are more types of stock to be remitted in from the same supplier

  If more items are to be remitted in from the same supplier:

  - Touch the Prev icon to return to the opening stock icon menu

  - Repeat the procedure from the flow-chart box 'More than one of item?' on page 11.

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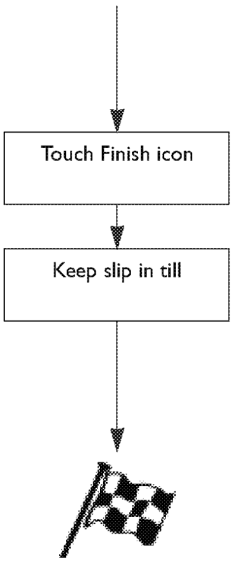
Transfers & remittances



All items remitted in may be viewed by touching the More icon above the Stack, which appears when the Transaction Stack is full, see System Administration; System overview; Main functions of the system and how to move around it.

- Touch the Finish icon

  The Horizon system will produce a printed slip and return to the Remittances menu.

- Keep the printed slip with the remittance advice in your till.

  Remittance in slips must be kept in your office for two years.

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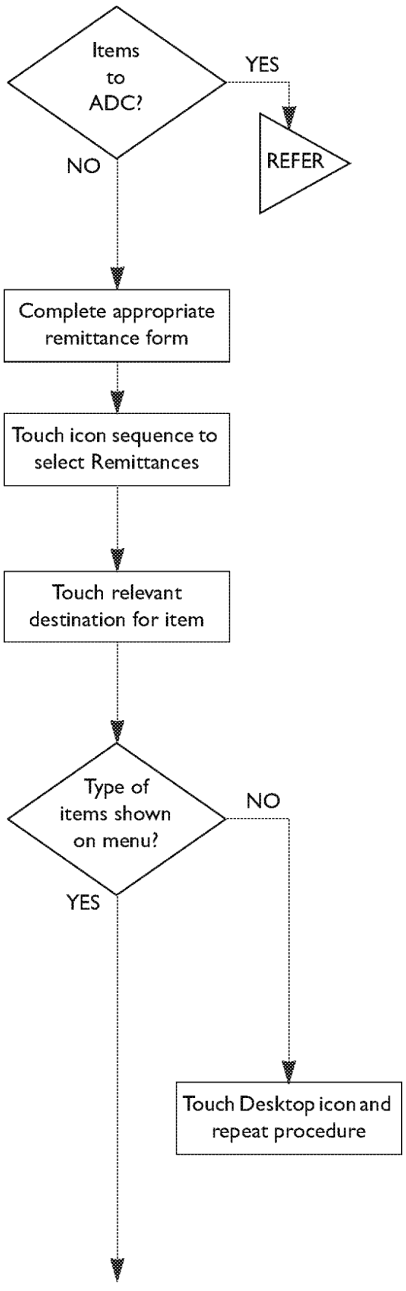
2.2 Remittances out

Perform a remittance out when you need to send items to an external source.

Please note: You must book out all items you send on the day that you send them.



- Decide whether the items are being sent to the ADC

  If the items are being sent to the ADC, see subsection 4; Dealing with remittances to the Automated Distribution Centre.

- Complete the appropriate documentation to accompany the remittance

- Select the Remittances option by touching the following icon sequence:
  - Transactions
  - Remittances
- Touch the relevant destination for the item by touching one of the following icons:
  - Out Data Centrl
  - Out Client

- Decide whether the menu shows the type of item which must be remitted out

  The screen will show all available products for the destination. You may need to move round the screen to find the item you require.

  If the item to be remitted out is not shown, you have selected the wrong supplier:

  - Touch the Desktop icon and repeat the procedure from the flow-chart box 'Touch icon sequence to select Remittances' above, ensuring you select the correct supplier.

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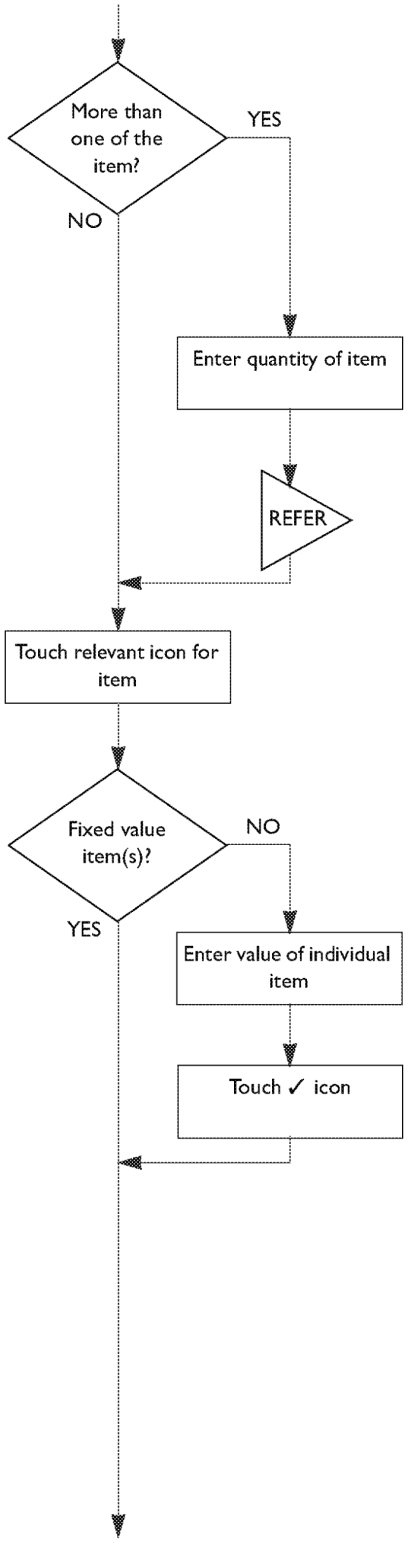
Transfers & remittances



- Decide whether you are remitting out more than one of the item

  If there is more than one item:

  - Enter the quantity of the item by using either of the following:
    - the keyboard (and typing in the number)
    - the Quantity icon.

  For information on using the Quantity icon, see System Administration; System features; Using the Quantity icon.

- Touch the relevant icon(s) for the item

- Decide whether the items are fixed value products

  If the items are not fixed value:

  - Enter the value of the individual item

  - Touch the ✓ icon to confirm the value.

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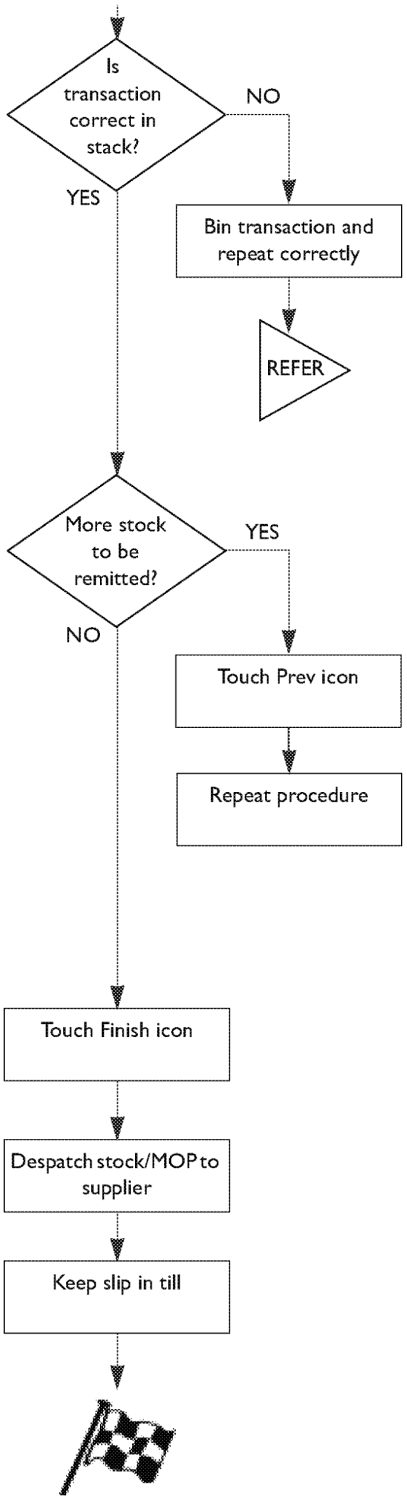
Transfers & remittances



- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

  For information on using the Bin icon see System Administration; System overview; Main functions of the system and how to move around it.

- Check whether there are more items to be remitted out to the same supplier

  If more items need to be remitted out:

  - Touch the Prev icon to return to the opening Stock Icon menu

  - Repeat the procedure from the flow-chart box 'More than one of the item?' on page 15.

  All items remitted out may be viewed by touching the More icon above the stack, which appears when the Transaction Stack is full see System Administration; System overview; Main functions of the system and how to move around it

- Touch the Finish icon

  The Horizon system will produce a printed slip and will return to the Remittance menu.

- Despatch the items with the associated documentation to your supplier

- Keep the printed slip with the bottom copy of the remittance advice in your till.

  Remittance out slips must be kept in your office for two years.

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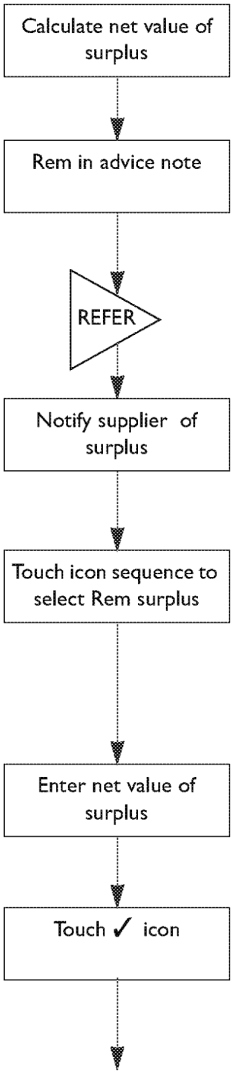
3 Dealing with a remittance discrepancy

For information on dealing with remittance discrepancies† See (i) below

3.1 Dealing with a surplus in your remittance

Use this procedure when you have received a Remittance in and discover that you have received surplus cash/stock.



- Calculate the net value of the surplus
- Remit in the value of the remittance advice note

  For information on how to Remit In, see subsection 2; Dealing with remittances.
- Notify the relevant supplier that you have a surplus
- Select the Rem surplus option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Adjustments
  - Rem surplus
- Enter the net value of the surplus
- Touch the ✓ icon

i. See Counters Operations Manual; Cash Account Balancing and Preparation; Remittances; Checking procedures

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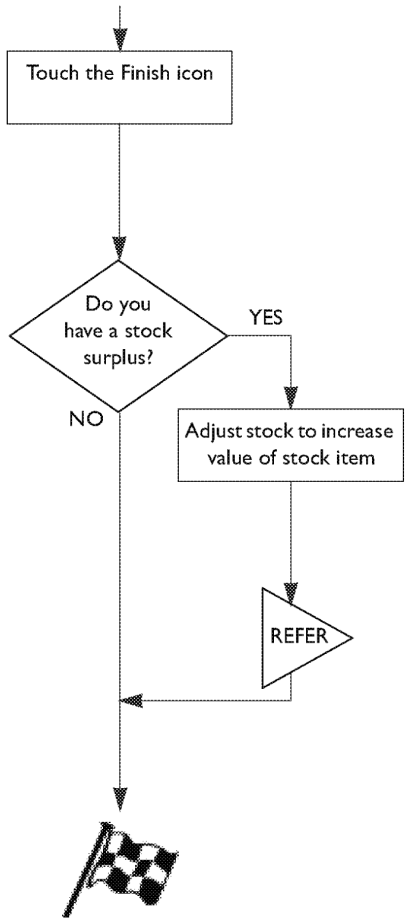

- Touch the Finish icon.

  The net surplus will be held in the suspense account (Uncharged Receipts) until instructions are received from the supplier.

  When instructions are received, see paragraph 3.2; page 19.

- Decide whether you have received surplus stock

  If there is a stock surplus:

  - Adjust your stock to increase the value of the surplus stock item by the value of the surplus to reflect the actual value on hand.

  You must do this to ensure that the surplus stock received is recorded against the appropriate product.

  For information on adjusting stock see Balancing; Balancing an individual stock unit; Adjusting stock.

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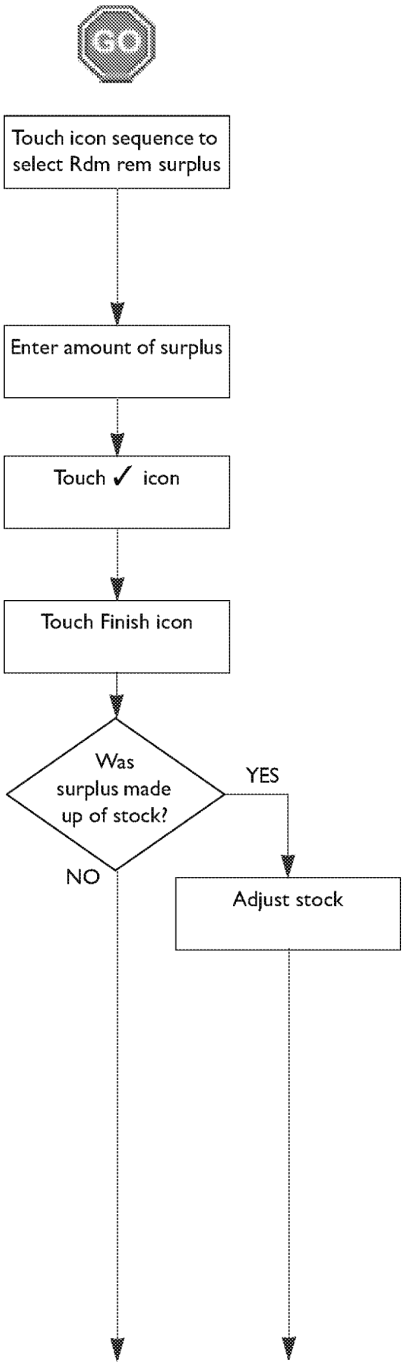
Transfers & remittances

3.2 Removing the net surplus from the Suspense Account

Use this procedure when you have received instructions from your supplier about what to do with surplus in your remittance.

Please note: You must not remove the surplus from the suspense account (Uncharged Receipts) until your supplier has told you what to do.



- Select the Rdm rem surplus option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Adjustments
  - Rdm rem surplus
- Enter the amount of the surplus
- Touch the ✓ icon
- Touch the Finish icon.
- Decide whether the surplus was made up of stock

If the surplus was made up of stock:

- Adjust the value of the relevant stock item down by the amount

You must do this because you increased the value of the stock item when you dealt with the surplus in your remittance and any action advised by the supplier to correct the discrepancy will mean that stock levels will require further adjustment.

For example the Distribution Centre will either ask for the surplus stock to be returned or will send a further remittance in advice for the net surplus. In either case, stock levels for the appropriate product will need to be decreased accordingly.

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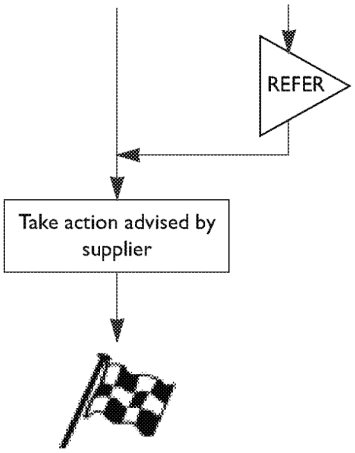
Transfers & remittances



For information on adjusting stock see Balancing; Balancing an individual stock unit; Adjusting stock.

The net surplus will now be removed from the suspense account (Uncharged Receipts).

- Take any action that the supplier has asked you to take.

  Please note: This may include sending the stock back or receiving a further remittance advice.

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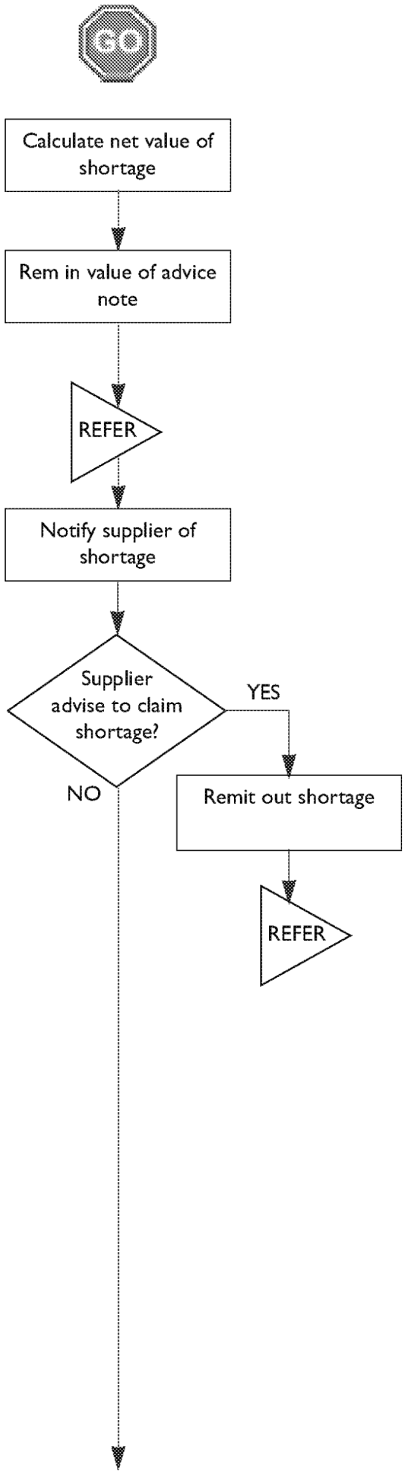
Transfers & remittances

3.3 Dealing with a shortage in your Remittance

When you have received a Remittance in and discover that you are short of cash/stock:



- Calculate the net value of the shortage

- Remit in the value of the Remittance advice note

  For information on how to remit in, see subsection 2; Dealing with remittances.

- Notify the relevant supplier that you have a shortage

- Check whether the supplier advises you to claim shortage immediately

  If supplier advises you to claim shortage immediately:

  - Remit out the value of the shortage.

  For information on how to remit out:

  - see subsection 2; Dealing with remittances
  - see subsection 4; Dealing with remittances to the Automated Distribution Centre

  The documentation to return with the remittance will be dependant upon the product which incurred the shortage and the advice given by the supplier.

  If this is a Cash shortage the Distribution Centre may request you return the supporting documentation, e.g. the banknote envelope and remit out the appropriate amount as voucher.

  In such cases before performing the remittance out, you will need to increase your voucher holdings using the adjust stock facility. This will automatically decrease your cash.

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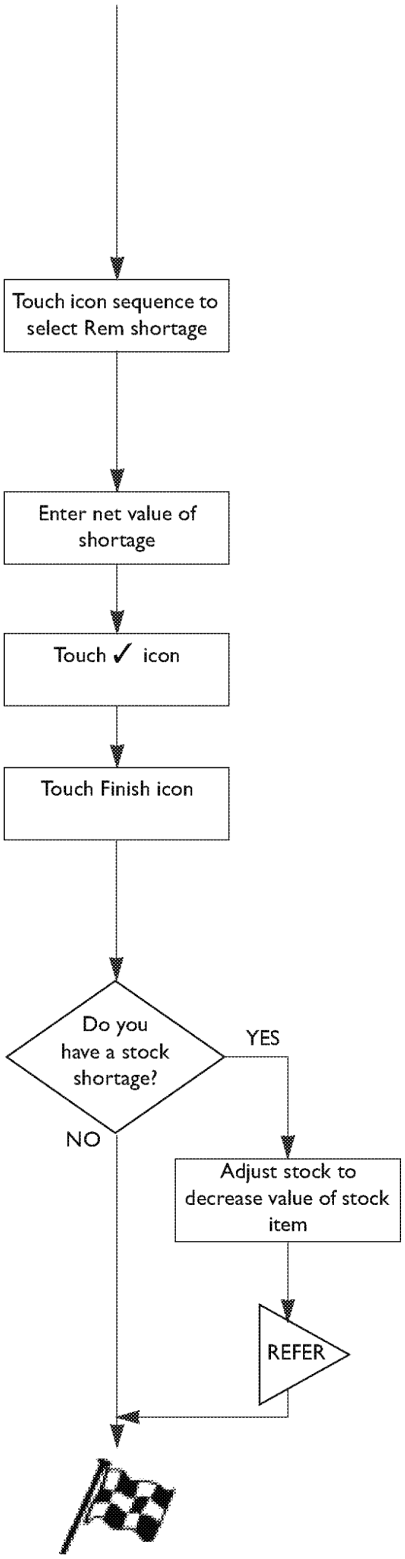
Transfers & remittances



For information on Adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock.

If you are unable to remit out the voucher before performing the stock balance (applicable to the shortage) you will need to post the voucher to the Suspense Account and redeem it after the Cash Account. For further information, see Transactions - Other - Part two; Miscellaneous; RD cheques, Vouchers and POCL cheques.

- Select the Rem shortage option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Adjustments
  - Rem shortage
- Enter the net value of the shortage
- Touch the ✓ icon
- Touch the Finish icon.

  The net shortage will now be held in the suspense account (Unclaimed Payments) until instructions are received from your supplier.

  When instructions are received see paragraph 3.4; page 23.
- Decide whether you have shortage in your stock received

If there is a shortage of stock received:

- Adjust your stock to decrease the value of the short stock item by the value of the shortage to reflect the actual value on hand.

For information on adjusting stock see Balancing; Balancing an individual stock unit; Adjusting stock.

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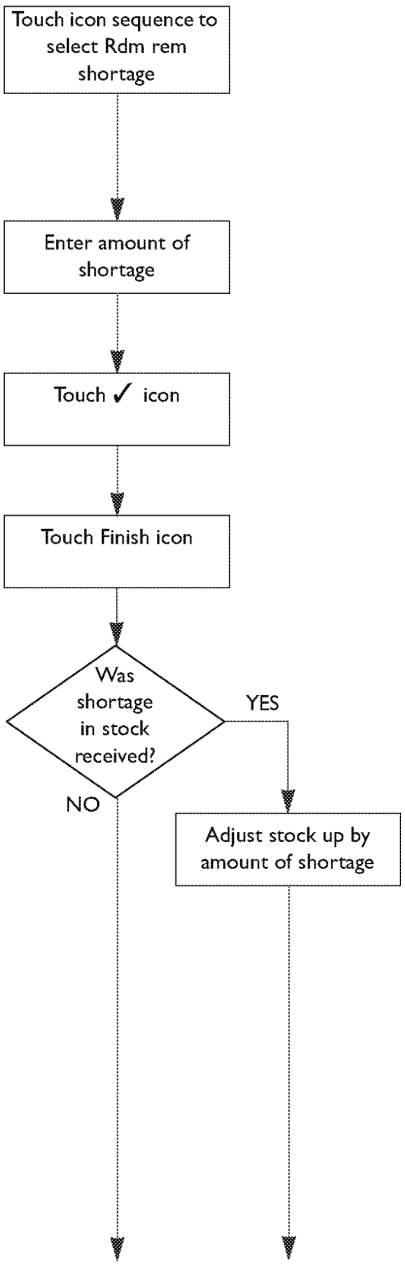
Transfers & remittances

3.4 Removing the net shortage from the Suspense Account

Use this procedure when you have received instructions from your supplier about what to do with the Remittance shortage:

Please note: You must not remove the amount from the Suspense Account (Unclaimed Payments) until your supplier has told you what to do.



- Select the Rdm rem shortage option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Adjustments
  - Rdm rem shortage
- Enter the amount of the shortage
- Touch the ✓ icon

  The net shortage will now be removed from the suspense account (Unclaimed Payments).
- Touch the Finish icon
- Decide whether the shortage was in stock you received

  If you had a stock shortage:

  - Adjust the value of the stock item up by the amount of the shortage

  You must do this because you decreased the value of the stock item when you dealt with the shortage in your remittance and any action advised by the supplier to correct the discrepancy will mean that stock levels will require further adjustment.

  For example the Distribution Centre will either ask you to remit out the value of the missing item or will send you the missing items. In either case, stock levels for the appropriate product will need to be increased accordingly.

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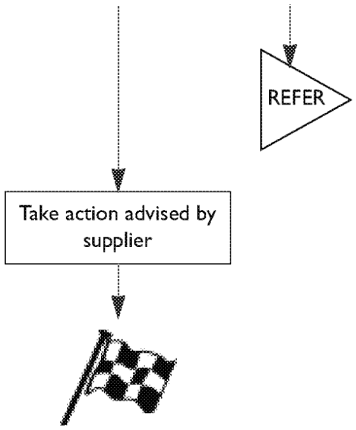
Transfers & remittances



For information on adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock.

- Take any action that the supplier has asked you to take.

  Please note: This may include the supplier sending you the missing item or asking you to remit out the value of the missing item to them.

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4 Dealing with remittances to the Automated Distribution Centre

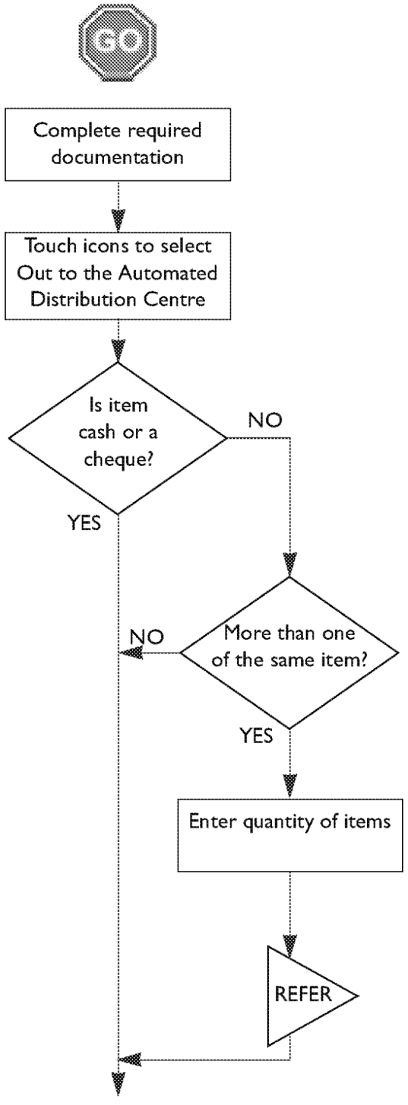
Use this procedure when you need to remit cash or stock to the Automated Distribution Centre.

You must perform this activity before undertaking the pouch collection procedure. For information on pouch collection, see subsection 5; Confirming pouch delivery and collection.

Separate remittance sessions must be performed for every coin bag, every pouch containing notes, and every pouch containg other stock (both value and non-value).

The appropriate bar coded plastic pouches should be used for returning notes and stock. Pouches must not contain a mixture of cash and stock. A plastic bar-coded seal should be attached to all coin bags being returned.

Please note: Only **full** coin bags should be returned.



- Complete the documentation required to accompany the stock or cash

- Touch the following icon sequence:
  - Transactions
  - Remittances
  - Out to the Automated Distribution Centre

- Decide whether the item is cash or a cheque

  Please note: Separate remittance sessions must be performed for coin bags, notes and all other stock.

If the item is not cash or a cheque:

- Decide whether there is more than one of the same item.

If there is more than one of the same item:

- Enter the number of items by using either of the following:
  - the keyboard
  - the Quantity icon

For information on using the Quantity icon, see System Administration; System overview; Main functions of the system and how to move around it.

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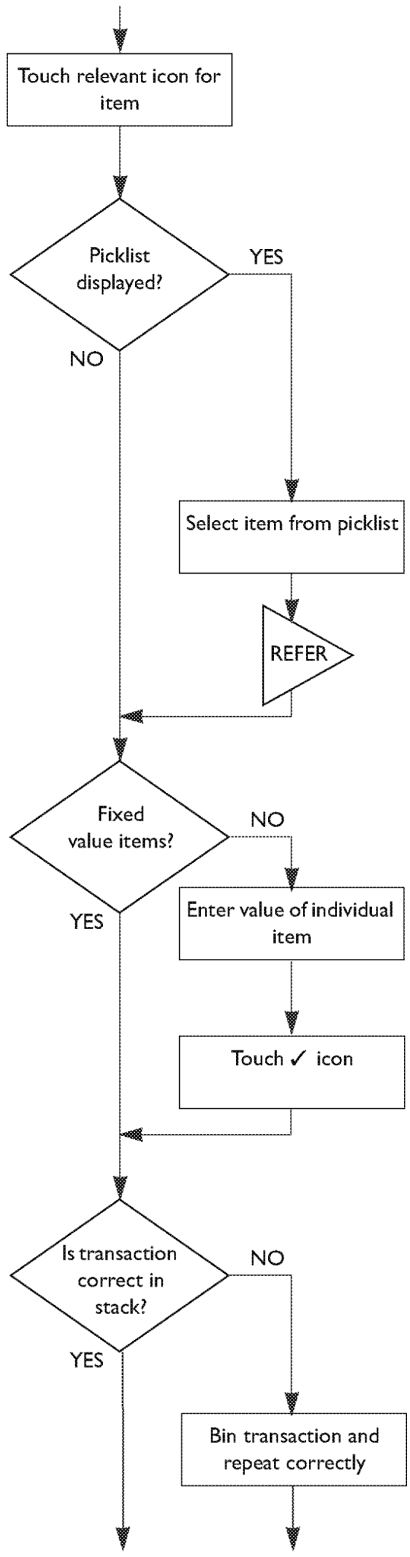
Transfers & remittances



- Touch the relevant icon for the item

- Check whether picklist if displayed

  If a quantity has been entered for a product and a picklist is displayed which requires a volume to be input, you will need to enter the quantity again (within the picklist screen). This will override the original quantity entered.

  If a pick list is displayed

  - Select the appropriate item from the picklist

  For information on using picklists, see System Administration; System features; Using picklists.

- Decide whether the items are fixed value

  If the items are not fixed value:

  - Enter the value of the individual item

  - Touch the ✓ icon.

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  Please note: Any non-value stock items (for example milk tokens) will appear in the stack with a nil value.

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction and repeat the transaction correctly.

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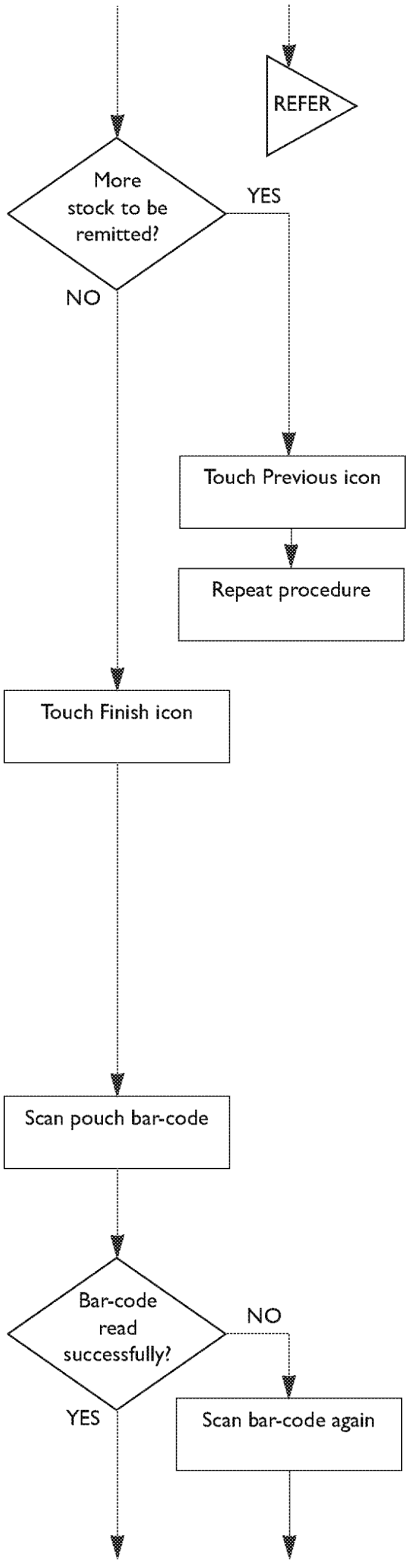
Transfers & remittances



For information on using the Bin icon, see System Administration; System overview; Main functions of the system and how to move around it.

- Check whether there are more types of stock to be remitted to the Automated Distribution Centre

  All stock remitted out can be viewed by touching the Open icon above the stack. This icon appears when the stack view is full. See System Administration; System overview; Main functions of the system and how to move around it.

  If more items need to be remitted out:

  - Touch the Previous icon
  - Repeat the procedure from the flow-chart box 'Is item cash or a cheque?' on page 25.

- Touch the Finish icon

  If a remittance out has been completed and you wish to make a reversal, all items within that pouch must be reversed individually.

  For information on performing reversals, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

  Please note: You cannot carry out a part reversal and then send out the pouch with the remaining items.

- Scan the pouch bar-code

  The scanner will bleep.

- Check whether the bar-code has been read successfully

  If the bar-code has not been read successfully:

  - Scan the bar-code again

  Make up to three attempts to scan the bar-code if the bar-code has not been read.

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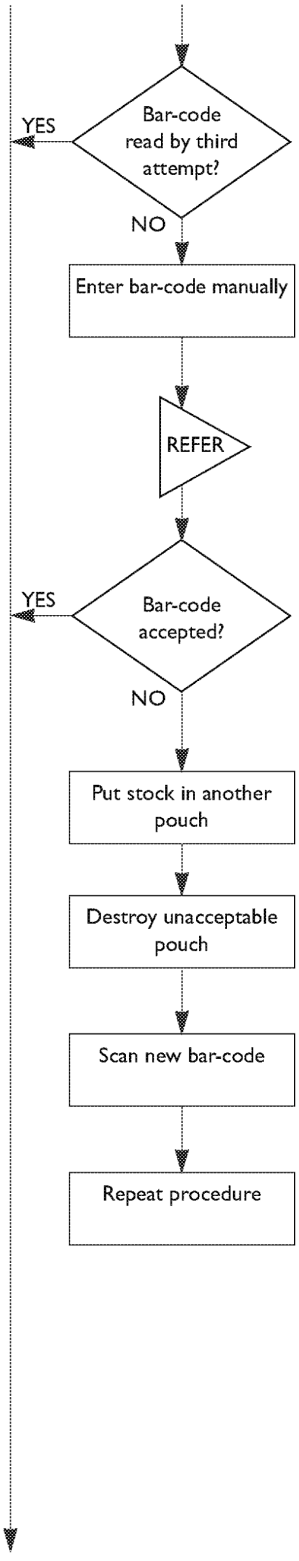

- Check whether the bar-code has been read by the third attempt.

If the bar-code has not been read after the third attempt:

- Enter the bar-code manually.

For information on the manual entry of bar-codes, see subsection 6; Entering a remittance bar-code number manually.

- Check whether the bar-code has been accepted

If the bar-code has not been accepted:

- Remove all stock from the pouch and put it into another pouch
- Destroy the unacceptable pouch
- Scan the new pouch bar-code
- Repeat the procedure from the flowchart box 'Bar-code read successfully?' on page 27.

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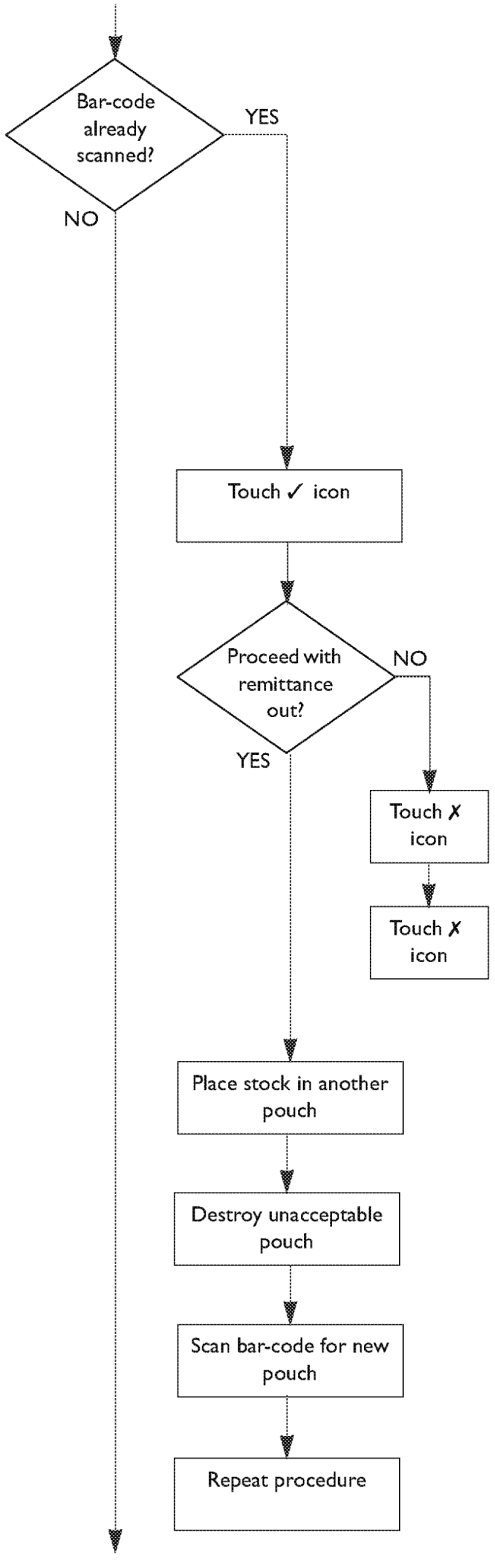
Transfers & remittances



- Examine the screen to see whether a message is displayed saying that the pouch has already been entered

  This means that the bar-code has already been scanned.

  Please note: Pouches used for remittance out are single-use only. Once you have scanned a pouch bar-code, it cannot be used again.

If a message is displayed saying that the pouch has already been entered:

- Touch the ✓ icon to acknowledge the message

The system will display the Scan Collection Barcode screen.

- Decide whether you wish to proceed with the remittance out

If you do not wish to proceed with the remittance out:

- Touch the ✗ icon to end procedure.

- Touch the ✗ icon to confirm that you want to abandon the remittance out session.

If you wish to proceed with the remittance out:

- Remove the stock from the unacceptable pouch and place it into another pouch

- Destroy the unacceptable pouch

- Scan the bar-code for the new pouch.

- Repeat the procedure from the flowchart box 'Bar-code read successfully?' on page 27.

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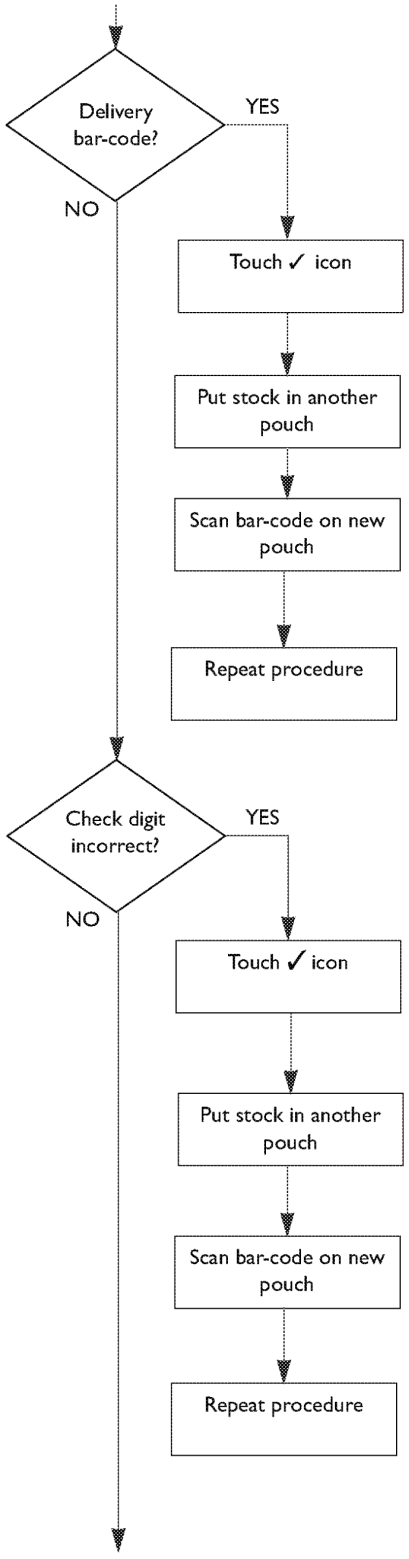

- Examine the screen to see if the system is displaying a message saying that you cannot use delivery bar-codes for this pouch

If it is:

- Touch the ✓ icon
- Remove the stock from the unacceptable pouch and put it in another pouch
- Scan the bar-code on the new pouch
- Repeat the procedure from the flowchart box 'Bar-code read successfully?' on page 27

- Examine the screen to see if the system is displaying a message saying that the check digit is incorrect

If it is:

- Touch the ✓ icon
- Remove the stock from the unacceptable pouch and put it in another pouch
- Scan the bar-code on the new pouch
- Repeat the procedure from the flowchart box 'Bar-code read successfully?' on page 27

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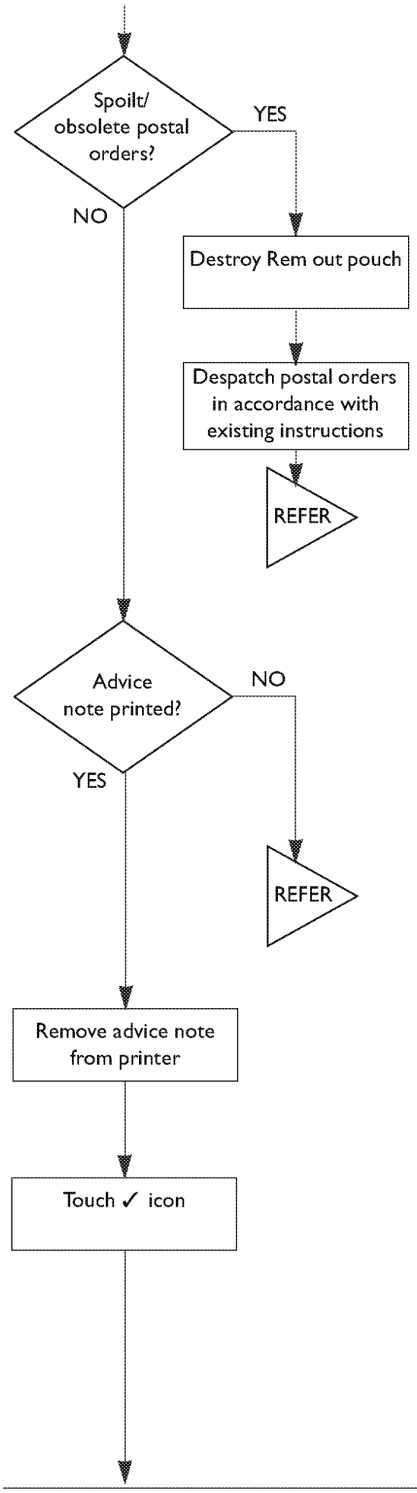

- Decide whether the items are spoilt or obsolete postal orders

  Please note: If they are:

  - Destroy the remittance out pouch

  - Despatch the postal orders in accordance with existing instructions.

  For information about despatch of spoilt postal orders† See (i) below

- Check whether the system has printed a stock return advice note

  The system will display a message telling you to remove the stock return advice note and place it in the pouch. The message states that alternative procedures apply for coins.

  If the stock return advice note fails to print, see subsection 8; LFS transaction procedures when parts of the Horizon system are unavailable.

- Remove the stock return advice note from the printer

- Touch the ✓ icon to print the remittance out slip

  The system will return to the Transactions out to ADC screen.

i. See Counters Operations Manual; Post Office Network; Postal Orders; Weekly accounting and despatch

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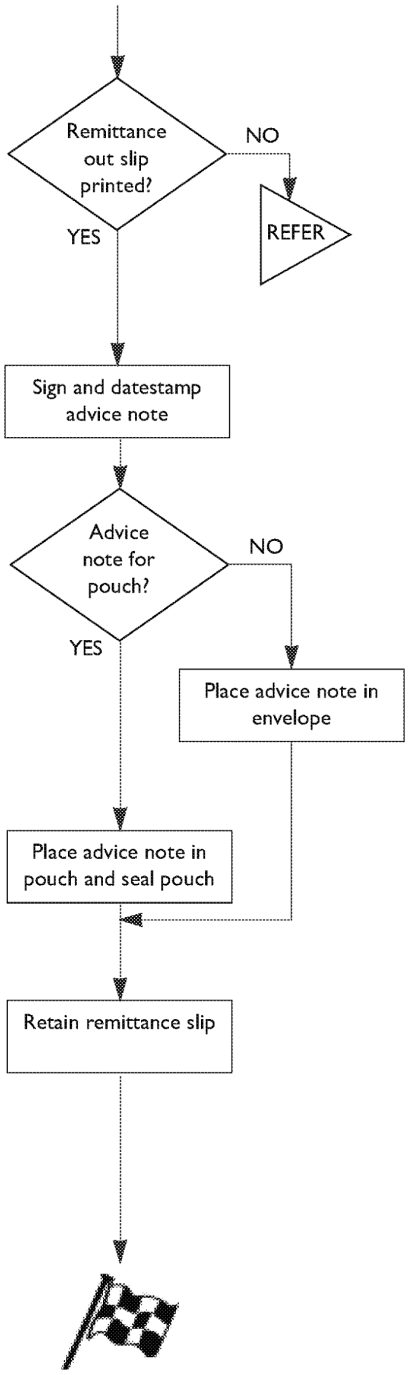
Transfers & remittances



- Check whether the system has printed the remittance out slip

  If the remittance out slip fails to print, see subsection 8; LFS transaction procedures when parts of the Horizon system are unavailable.

- Sign and datestamp the stock return advice note

- Decide whether the stock return advice note is for a pouch

  If the stock return advice note is for a coin bag:

  - Place the stock return advice note in an envelope addressed to the appropriate distribution centre to accompany the remittance out items when they are handed over to the carrier.

- Place the stock return advice note in the pouch and seal the pouch

- Retain the remittance out slip for reconciliation purposes

  Please note: If a cash remittance out has been entered on the system but the pouch has not been collected by the close of business, the monetary contents of the pouch must be included as part of the daily cash declaration.

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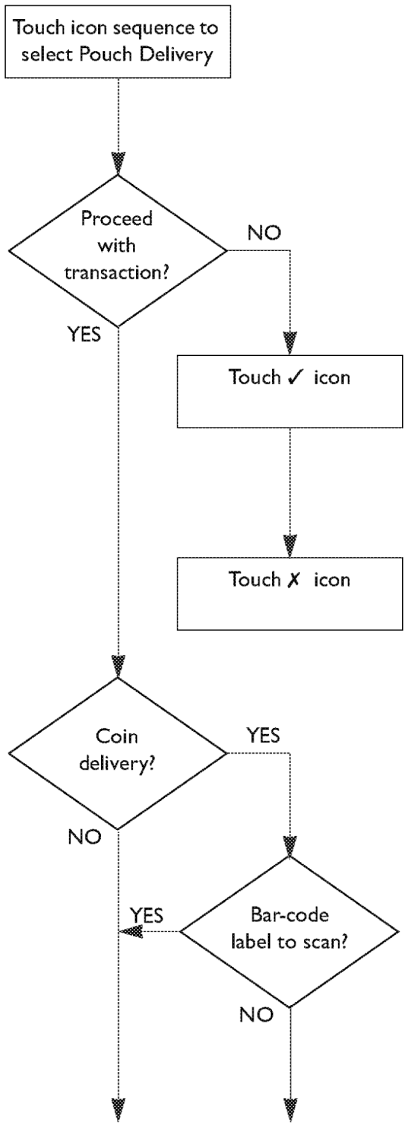
5 Confirming pouch delivery and collection

5.1 Confirming pouch delivery

When you receive your remittance in your office you will need to use this procedure to confirm that pouches and/or delivery advice notes have been delivered.

Please note: Confirming pouch delivery does not remit in the value of the items. For information on remitting in items, see subsection 2; Dealing with remittances.



- Select the Pouch Delivery option by touching the following icon sequence:
  - Transactions
  - Remittances
  - Pouch Delivery
- Decide whether you want to proceed with the transaction:

If you do not want to proceed with the transaction:

- Touch the ✓ icon

The system will display a message informing you that you have not entered any pouch bar-codes and telling you to select the ✓ (Retry) option to enter the next bar-code or the ✗ (Cancel) option to abandon.

- Touch the ✗ icon to end the transaction.

The system will display the Remittances menu.

- Decide whether this is a coin delivery

If it is a coin delivery:

- Check whether a barcode is attached to the coin bag or the delivery advice note

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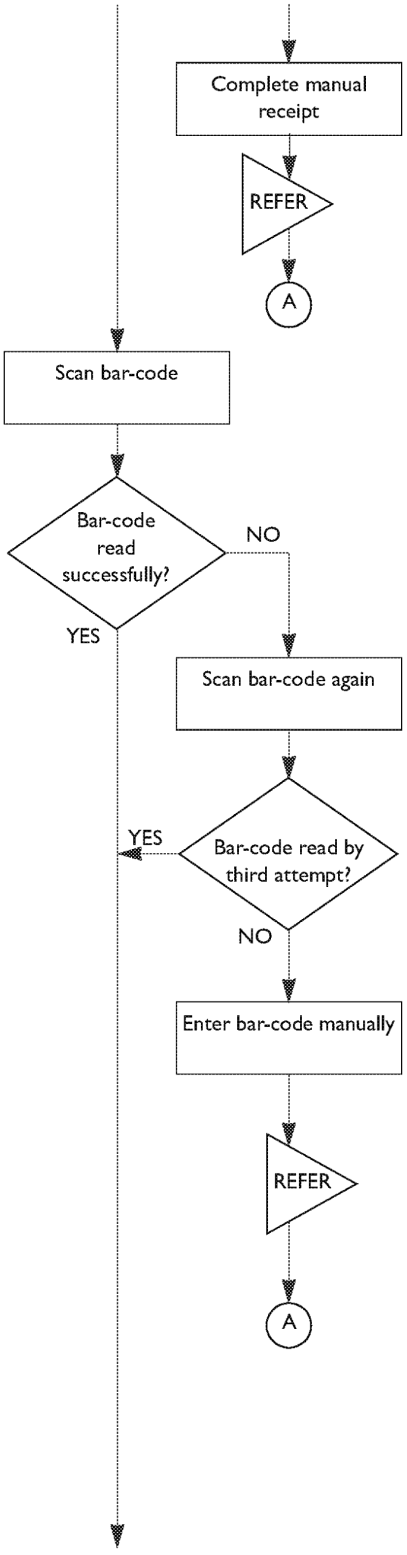

If there is no barcode:

- Complete a manual receipt

For information on completing a manual receipt, see subsection 10; Completing a manual receipt for pouch delivery or pouch collection.

- Go to 'A' on page 36

- Scan the bar-code

  The scanner will bleep and the number of pouches or coin bags entered shown on the screen will be increased by one.

- Check whether the bar-code has been read successfully

If the card has not been read successfully:

- Scan the bar-code again

- Check whether the bar-code has been read

Make up to three attempts to scan the bar-code if necessary.

If the bar-code has not been read by the third attempt:

- Enter the bar-code manually.

For information on the manual entry of bar-codes, see subsection 6; Entering a remittance bar-code number manually.

- Go to 'A' on page 36.

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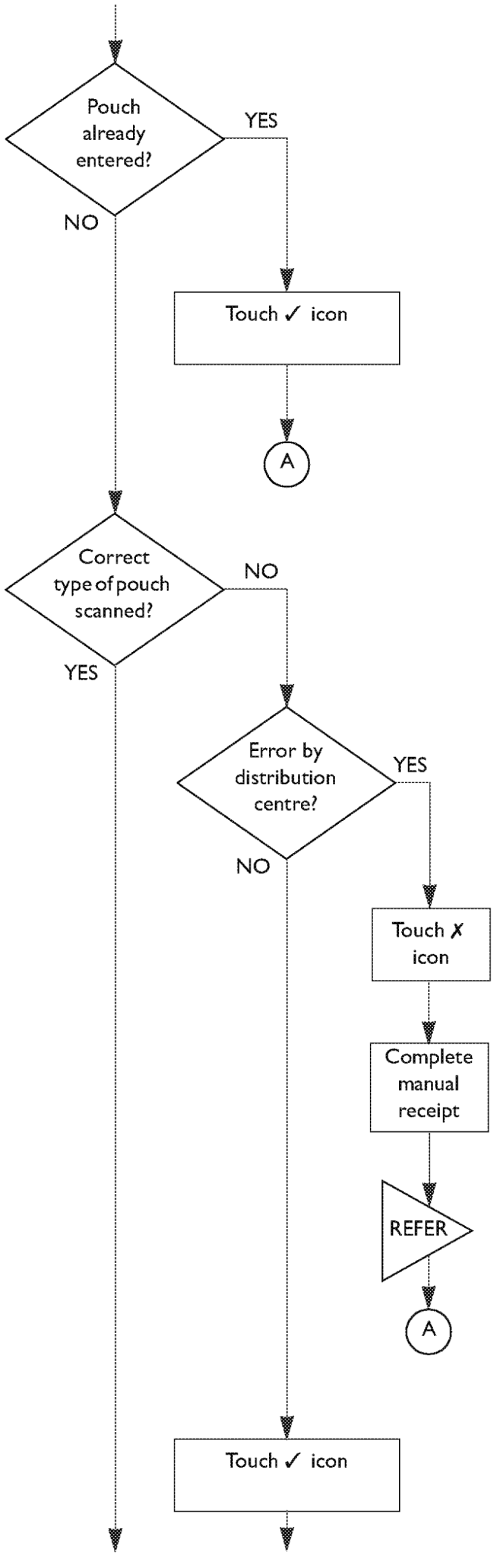
Transfers & remittances



- Examine the screen to see whether a message is displayed telling you that this pouch has already been entered

  This means that the bar-code has already been scanned.

  - Touch the ✓ icon to acknowledge the message

  - Go to 'A' on page 36.

- Decide whether you have scanned the correct type of pouch

  The system will display an error message if you scan a collection pouch bar-code when you are confirming pouch delivery.

  - Decide whether this is a collection pouch that has been included in a delivery in error by the distribution centre

  If this is a collection pouch that has been included in a delivery in error by the distribution centre:

  - Touch the ✗ icon to abandon pouch entry

  - Complete a manual receipt for the pouch

  For information on completing a manual receipt, see subsection 10; Completing a manual receipt for pouch delivery or pouch collection.

  - Go to 'A' on page 36.

  If you have scanned a collection pouch (for example the one that you have prepared for your remittance out) in error:

  - Touch the ✓ icon

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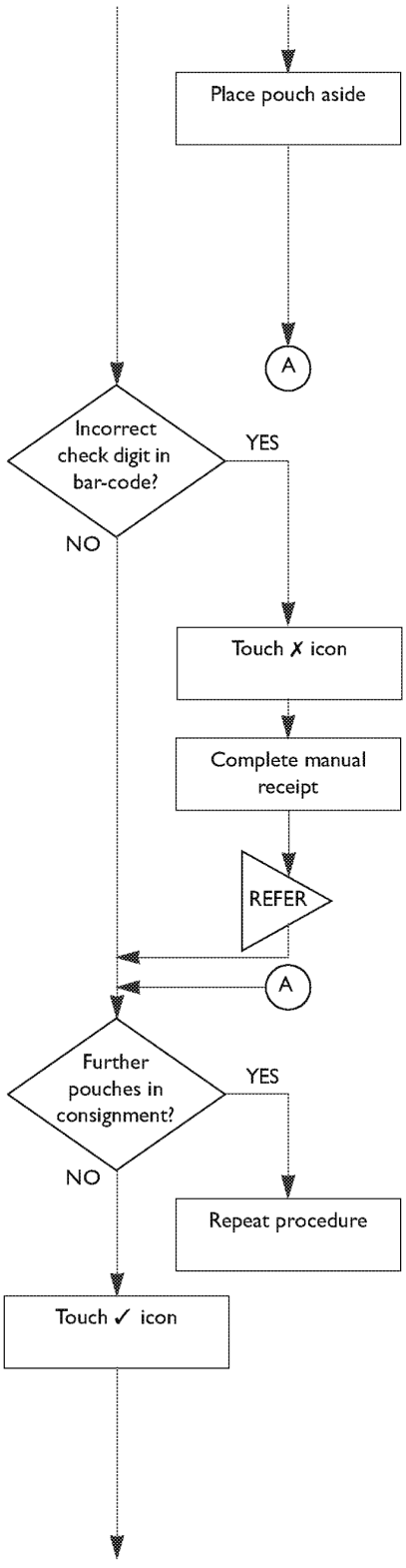

- Place the pouch aside

Please note: If the pouch scanned in error is one that you have prepared for a remittance out you will need to perform the 'confirm pouch collection' scan if you have not already done so. This must be done before the pouch is despatched. For information on confirming pouch collection, see paragraph 5.2; page 42.

- Go to 'A' on page 36.

- Examine the screen to see if a message is displayed telling you that there is an incorrect check digit in the bar-code

If an incorrect check digit in bar-code message is displayed:

- Touch the ✗ icon

- Complete a manual receipt for the pouch.

For information on completing a manual receipt, see subsection 10; Completing a manual receipt for pouch delivery or pouch collection.

- Decide whether there are further pouches in the consignment

If there are further pouches in the consignment:

- Repeat the procedure for the rest of the consignment from the flow chart box 'Coin delivery?' on page 33.

- Touch the ✓ icon

The system will display the Produce Report screen showing the date and time of delivery and the number of pouches in the consignment.

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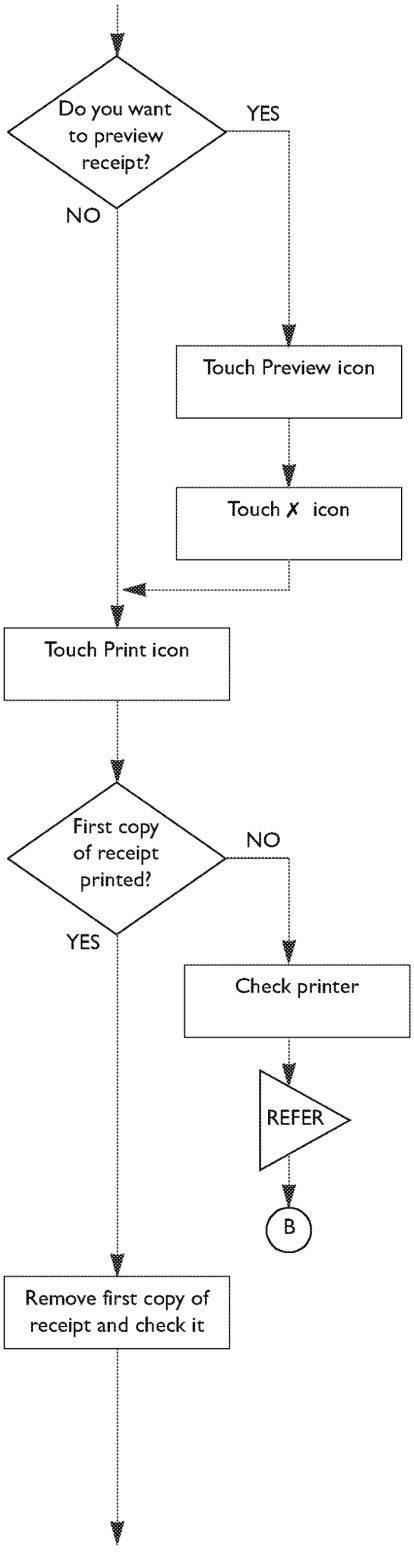

- Decide whether you want to preview the Pouch Delivery receipt on the screen

  Please note: You must preview or print the pouch delivery receipt for the system to commit the pouch delivery transaction.

  If you want to preview the receipt:

  - Touch the Preview icon

  If there is more than one page, use the ☞ icon to scroll through the pages.

  - Touch the ✗ icon to exit from the receipt preview.

- Touch the Print icon

  The delivery receipt will be produced.

- Check whether the first copy of the receipt has printed

  If the first copy of the receipt has not printed:

  - Check the printer

  For information on checking the printer and dealing with printer failure, see subsection 8; LFS transaction procedures when parts of the Horizon system are unavailable.

  - Go to'B' on page 39.

- Remove the first copy of the receipt from the printer and check it

  The receipt should show the 12 digit bar-code number from all pouches entered in the consignment.

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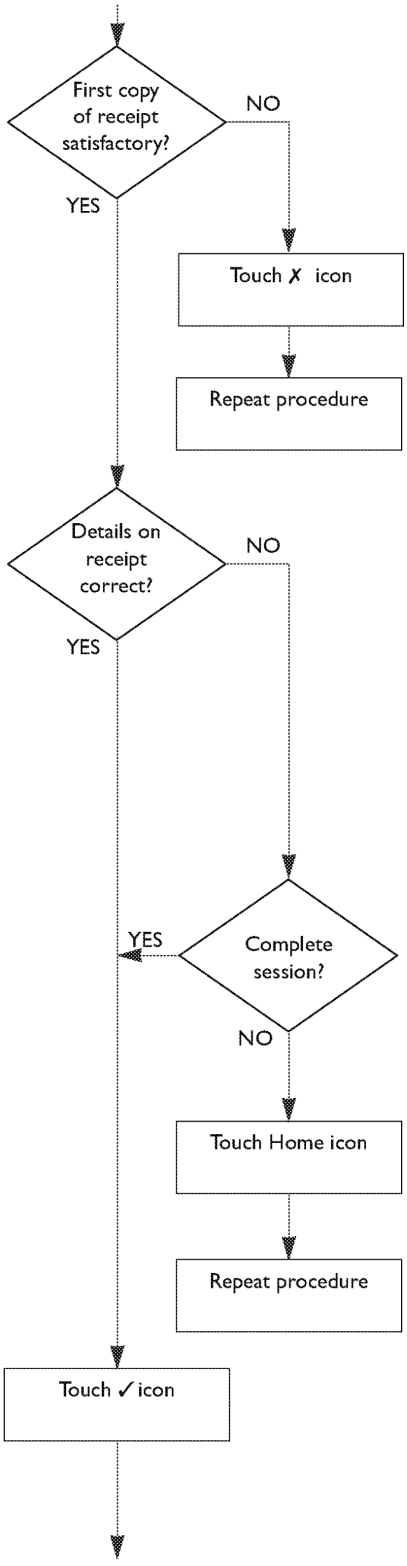

- Decide whether the first copy of the receipt printed properly and was not torn while you were removing it from the printer

If the first copy of the receipt has not printed properly or is torn:

- Touch the ✗ icon

- Repeat the procedure from the flowchart box 'Touch Print icon' on page 37.

- Decide whether the details, on the receipt are correct

If the receipt is not correct, for example because a pouch has been missed during scanning, you can either:

- abandon the session and start a new session for all the pouches
- complete the session for the pouches that have already been scanned and create a new session for the missed pouch.

If the details on the receipt are not correct:

- Decide whether you want to complete the session

If you do not want to complete the session:

- Touch the Home icon

- Repeat the procedure from the beginning.

- Touch the ✓ icon to print the second copy of the receipt

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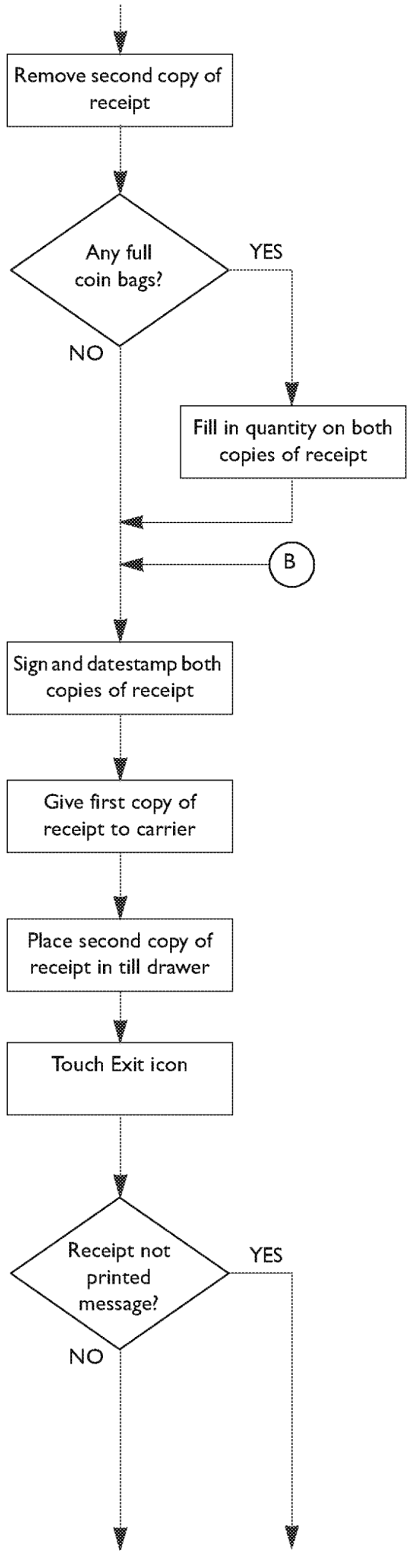

- Remove the second copy of the receipt from the printer

- Decide whether the consignment contains any full coin bags

  If the consignment does contain any full coin bags:

  - Fill in the quantity of full coin bags in the appropriate fields on both copies of the pouch delivery receipt.

- Sign and datestamp both copies of the receipt

- Give the first copy of the receipt to the carrier

- Place the second copy of the receipt in your till drawer

- Touch the Exit icon

  The system will display the Remittances menu.

- Examine the screen to see whether there is a message saying that the receipt has not been printed

  Please note: The system will display this message if you touch the Exit icon before previewing or printing the receipt.

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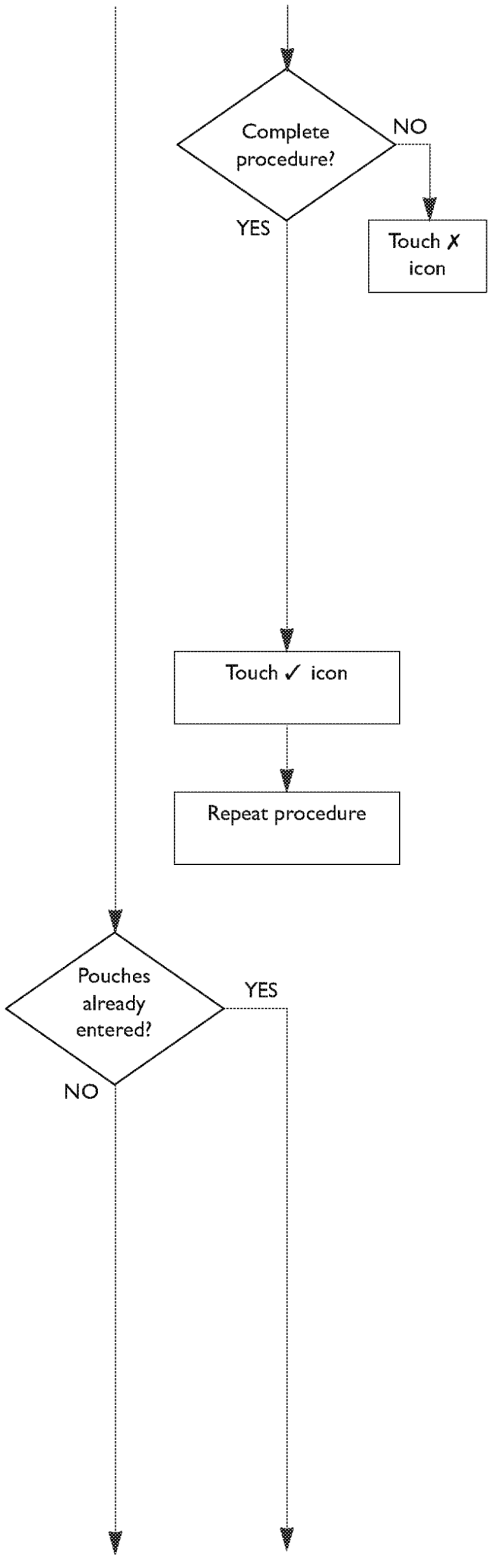

If there is a message saying that the receipt has not been printed:

- Decide whether you want to complete the pouch delivery procedure.

If you do not want to complete the pouch delivery procedure:

- Touch the ✗ icon to abandon the procedure and return to the Remittances menu.

The system will not commit the pouch delivery transaction unless you preview and/or print the pouch delivery receipt and then touch the Exit icon on the Produce Report screen.

Please note: If you do not do this, any data that you have entered during the session will be lost.

If you want to complete the pouch delivery procedure:

- Touch the ✓ icon

- Repeat the procedure from the flowchart box 'Do you want to preview receipt?' on page 37.

- Examine the screen to see if the system is displaying a message telling you that one or more pouches have already been entered

  The system will reject the current delivery session and displays this message if one or more of the pouches were scanned in at another node and the delivery session at the other node has been completed.

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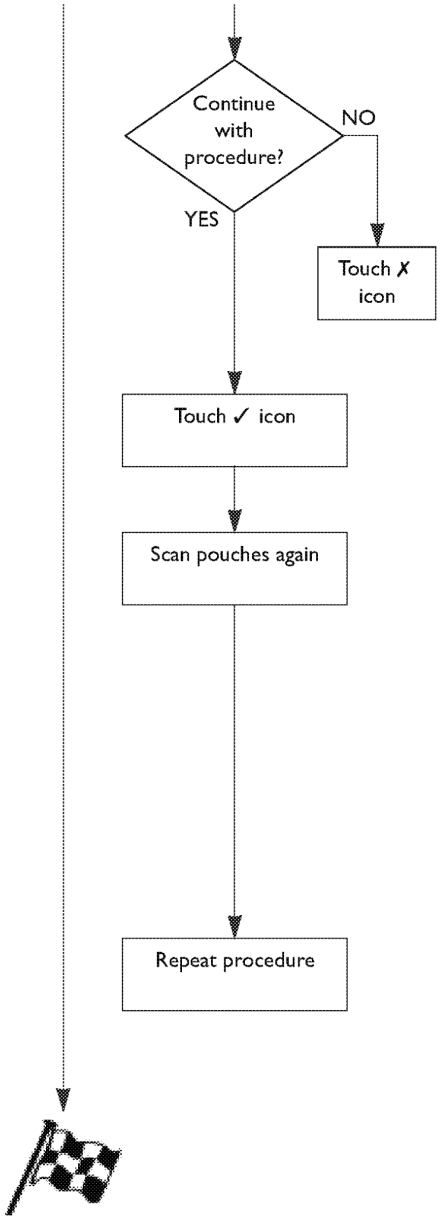

If the system is displaying a message telling you that one or more pouches have already been entered:

- Decide whether you want to continue with the procedure

If you do not want to continue with the procedure:

- Touch the ✗ icon to abandon the session and return to the remittances menu.

If you want to continue with the procedure:

- Touch the ✓ icon

- Scan the pouches again

If you scan a pouch that has already been entered at another node, the system will display a message that this pouch has already been entered. In this case:

- touch the ✓ icon
- scan the next pouch in the delivery

If the delivery receipt produced at the other counter is available, you may be able to use this to check which pouches have been entered at the other counter and scan only those pouches that have not been entered.

- Repeat the procedure, starting from the flowchart box 'Bar-code read successfully?' on page 34

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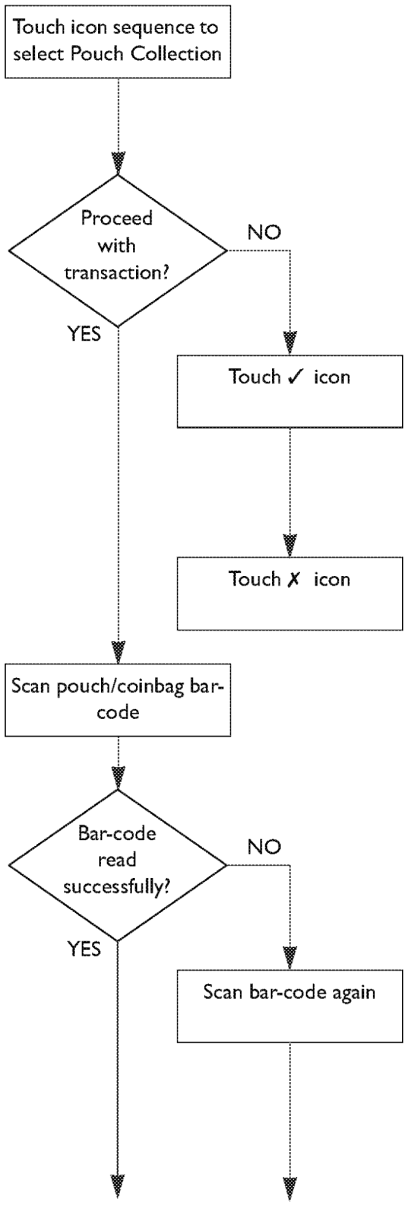
5.2 Confirming pouch collection

Use this procedure when you need to confirm that pouches and/or coinbags have been collected from an outlet by the carrier.

You must perform a remittance out to the Automated Distribution Centre (ADC) before carrying out this procedure. Instructions for remitting to the ADC are contained in see subsection 4; Dealing with remittances to the Automated Distribution Centre.



- Select the LFS Collection option by touching the following icon sequence:
  - Transactions
  - Remittances
  - Pouch Collection
- Decide whether you want to proceed with the transaction:

If you do not want to proceed with the transaction:

- Touch the ✓ icon

The system will display a message saying that you have not entered any pouch bar-codes and telling you to select the ✓ (Retry) option to enter the next bar-code or the ✗ (Cancel) option to abandon.

- Touch the ✗ icon to end the transaction.

The system will display the Remittances menu.

- Scan the pouch or coinbag bar-code

The scanner will bleep and the number of pouches entered, shown on the screen will be increased by one.

- Check whether the bar-code has been read successfully

If the card has not been read successfully:

- Scan the bar-code again

Make up to three attempts to scan the bar-code if necessary.

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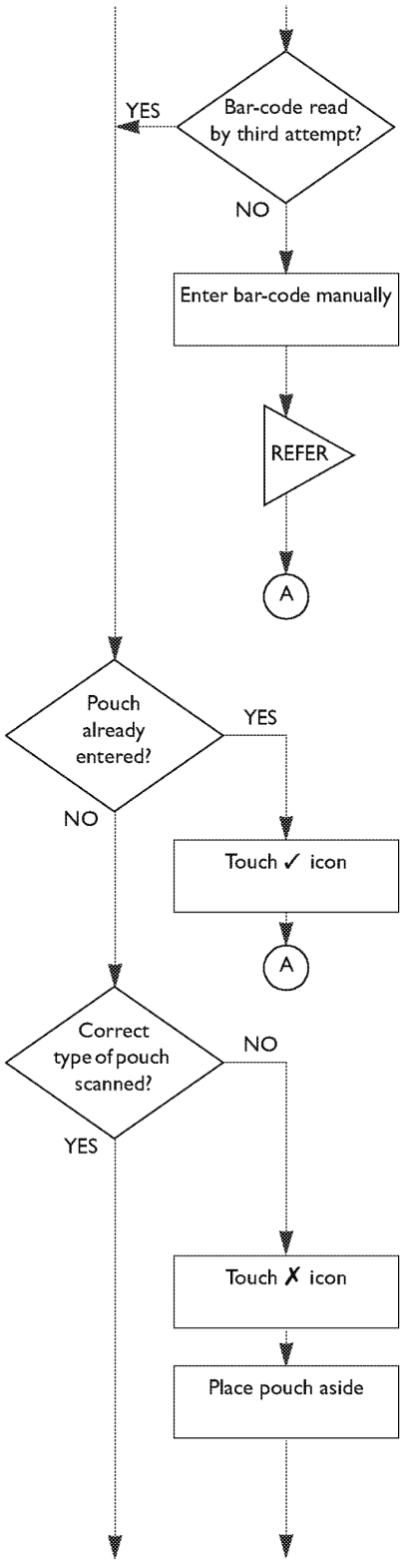

- Check whether the bar-code has been read by the third attempt

If the bar-code has not been read by the third attempt:

- Enter the bar-code manually.

For information on the manual entry of bar-codes, see subsection 6; Entering a remittance bar-code number manually.

- Go to 'A' on page 44.

- Examine the screen to see whether a message is displayed telling you that this pouch has already been entered

  This means that the bar-code has already been scanned.

  - Touch the ✓ icon to acknowledge the message

  - Go to 'A' on page 44.

- Examine the screen to see whether a message is displayed telling you that you cannot use delivery bar-codes for this pouch

  The system will display an error message if you scan a delivery pouch bar-code when you are confirming pouch collection.

  If you have scanned a delivery pouch in error:

  - Touch the ✗ icon to abandon pouch entry

  - Place the pouch aside

  Please note: If the pouch scanned in error is one that you have received for a remittance in you will need to perform the 'confirm pouch delivery' scan if you

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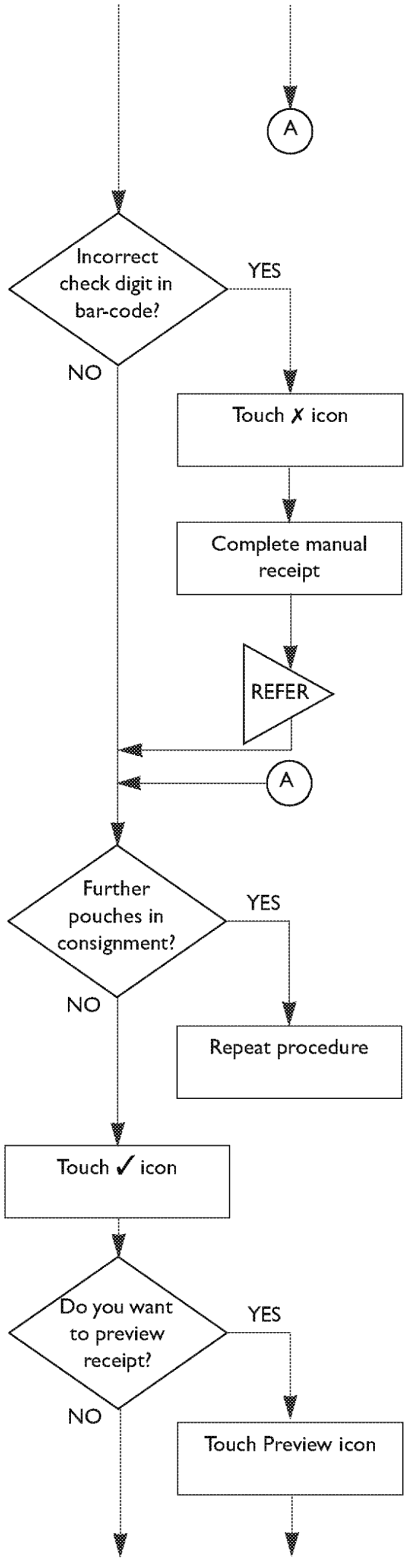

have not already done so. For information on confirming pouch delivery, see paragraph 5.1; page 33.

- Go to 'A' on page 44.

- Examine the screen to see if a message is displayed telling you that there is an incorrect check digit in the bar-code

If an incorrect check digit in bar-code message is displayed:

- Touch the ✗ icon

- Complete a manual receipt for the pouch.

For information on completing a manual receipt, see subsection 10; Completing a manual receipt for pouch delivery or pouch collection.

- Decide whether there are further pouches or coinbags in the consignment

If there are further pouches in the consignment:

- Repeat the procedure from the flow chart box 'Scan pouch/coinbag bar-code' on page 42.

- Touch the ✓ icon

The system will display the Produce Report screen showing the date and time of delivery and the number of pouches in the consignment.

- Decide whether you want to preview the pouch collection receipt on the screen

If you want to preview the receipt:

- Touch the Preview icon

Please note: If there is more than one page, use the ☞ icon to scroll through the pages.

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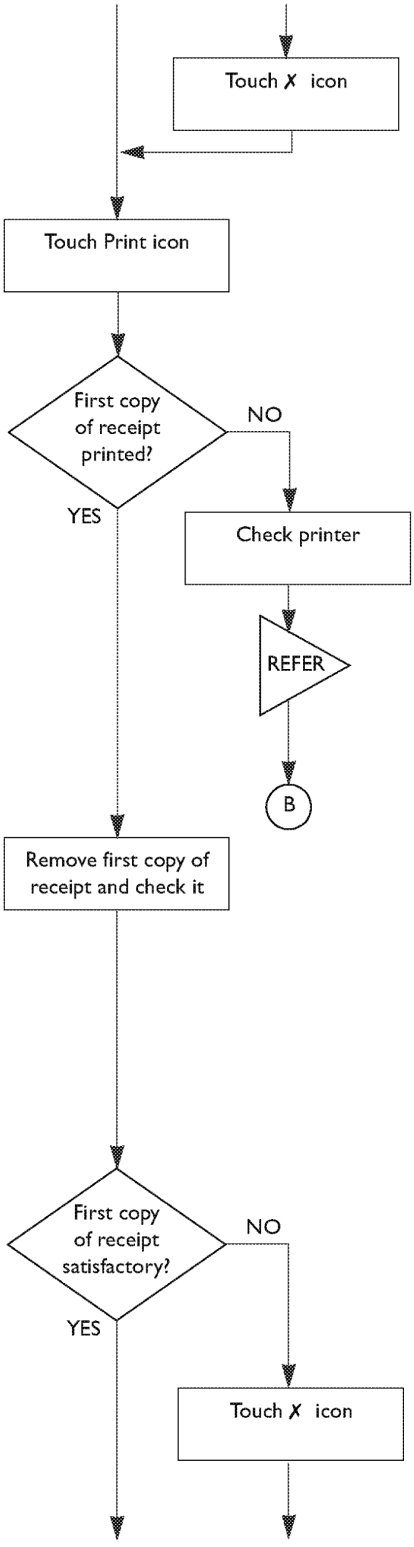

- Touch the ✗ icon to leave the receipt preview.

- Touch the Print icon

- Check whether the first copy of the receipt has printed

  If the first copy of the receipt has not printed:

  - Check the printer

  For information on checking the printer and dealing with printer failure, see subsection 8; LFS transaction procedures when parts of the Horizon system are unavailable.

  - Go to 'B' on page 46.

- Remove the first copy of the receipt from the printer and check it

  The receipt will show the 12 digit bar-code numbers from all pouches/coinbags entered and the number of pouches in the consignment.

  An asterisk will be printed out beside the bar-code of any pouch/coinbag for which remittance out to the ADC has not been performed. For information on remittances out to the ADC, see subsection 4; Dealing with remittances to the Automated Distribution Centre.

- Decide whether the first copy of the receipt is printed properly and was not torn while you were removing it from the printer

  If the first copy of the receipt is not satisfactory:

  - Touch the ✗ icon

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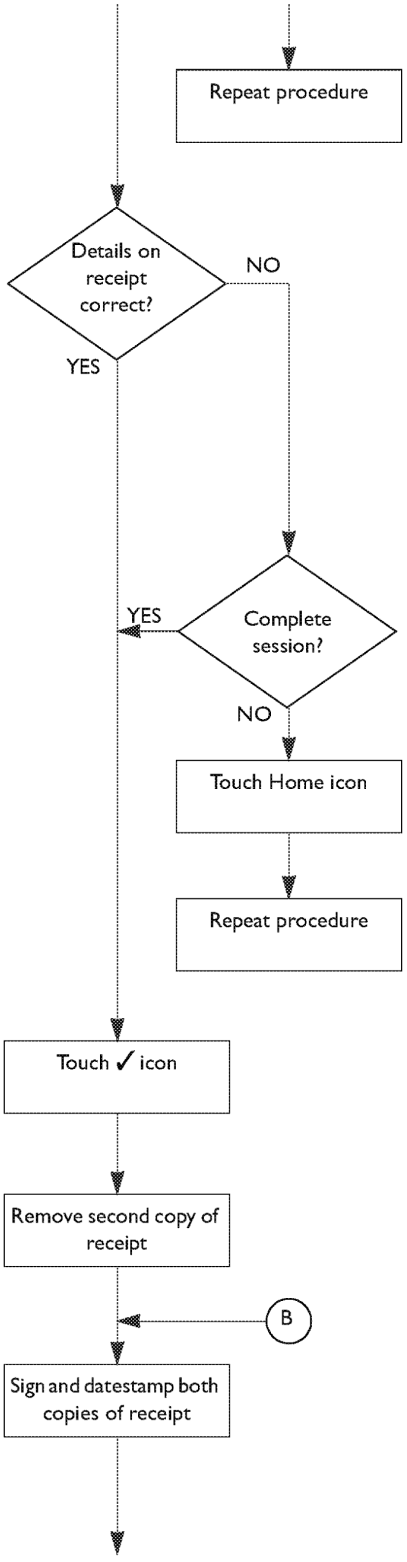

- Repeat the procedure from the flowchart box 'Touch Print icon' on page 45.

- Decide whether the details on the receipt are correct

  If the receipt is not correct, for example because a pouch/coinbag has been missed during scanning, you can either:

  - abandon the session and start a new one for all the pouches/coinbags
  - complete the session for the pouches that have already been scanned and create a new session for the missing pouch.

If the details on the receipt are not correct:

- Decide whether you want to complete the session

If you do not want to complete the session:

- Touch the Home icon

- Repeat the procedure from the beginning.

- Touch the ✓ icon to print the second copy of the receipt

- Remove the second copy of the receipt from the printer

- Sign and datestamp both copies of the receipt

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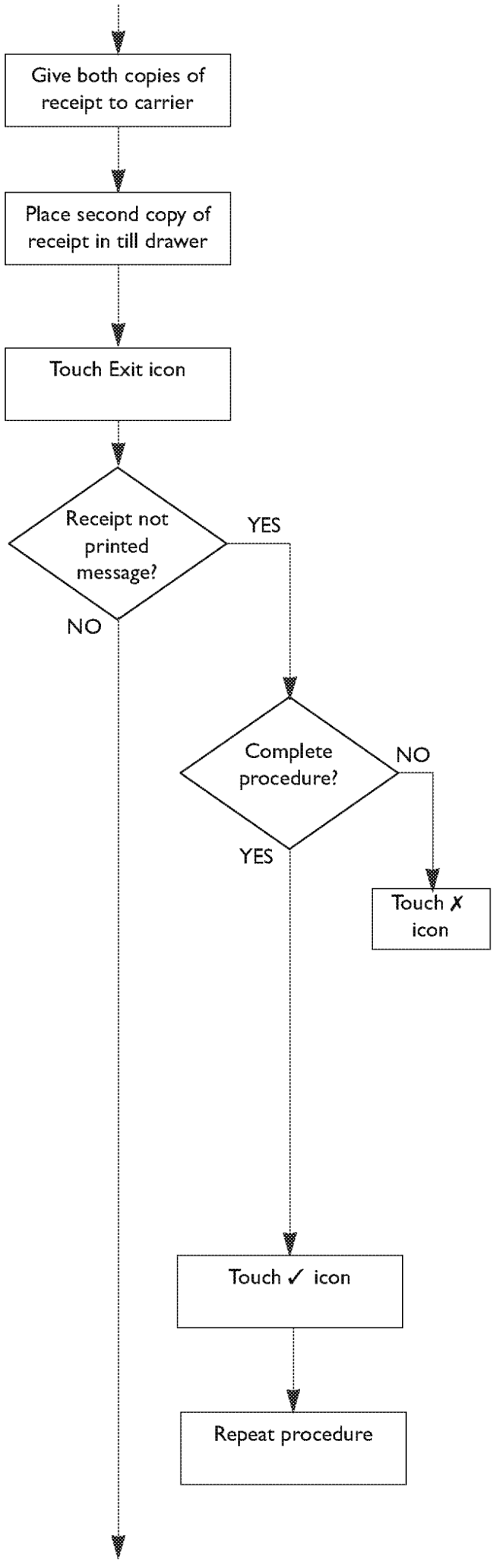

- Give both copies of the receipt to the carrier to sign

- Obtain the second copy of the receipt from the carrier and place it in the till drawer

  The first copy of the receipt ahould be retained by the carrier.

- Touch the Exit icon

  The system will display the Remittances menu.

- Examine the screen to see whether there is a message saying that the receipt has not been printed

  The system will display this message if you touch the Exit icon before previewing or printing the receipt.

If there is a message saying that the receipt has not been printed:

- Decide whether you want to complete the pouch collection procedure.

If you do not want to complete the pouch collection procedure:

- Touch the ✗ icon to abandon the procedure and return to the remittances menu.

The system will not commit the pouch collection transaction unless you preview and/or print the pouch collection receipt and then touch the Exit icon on the Produce Report screen.

Please note: If you do not do this any data that you have entered during the session is lost.

If you want to complete the pouch collection procedure:

- Touch the ✓ icon

- Repeat the procedure from the flowchart box 'Do you want to preview receipt?' on page 44.

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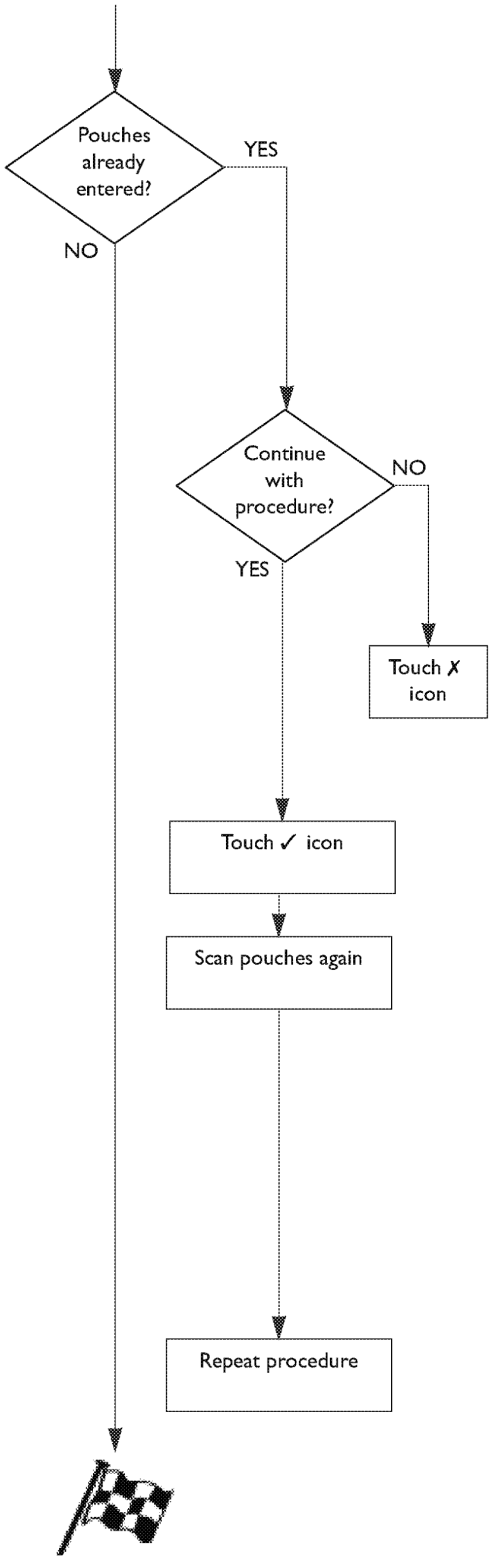

- Examine the screen to see if the system is displaying a message telling you that one or more pouches have already been entered

  The system will reject the current collection session and display the message if one or more of the pouches were scanned in at another node and the collection session at the other node has been completed.

If the system is displaying a message telling you that one or more pouches have already been entered:

- Decide whether you want to continue with the procedure

If you do not want to continue with the procedure:

- Touch the ✗ icon to abandon the session and return to the remittances menu.

If you want to continue with the procedure:

- Touch the ✓ icon

- Scan the pouches again

If you scan a pouch that has already been entered at another node, the system will display a message that this pouch has already been entered. In this case:

- touch the ✓ icon
- scan the next pouch in the collection

If the collection receipt produced at the other node is available, you may be able to use this to check which pouches have been entered at the other node and scan only those pouches that have not been entered.

- Repeat the procedure, starting from the flowchart box 'Bar-code read successfully?' on page 42

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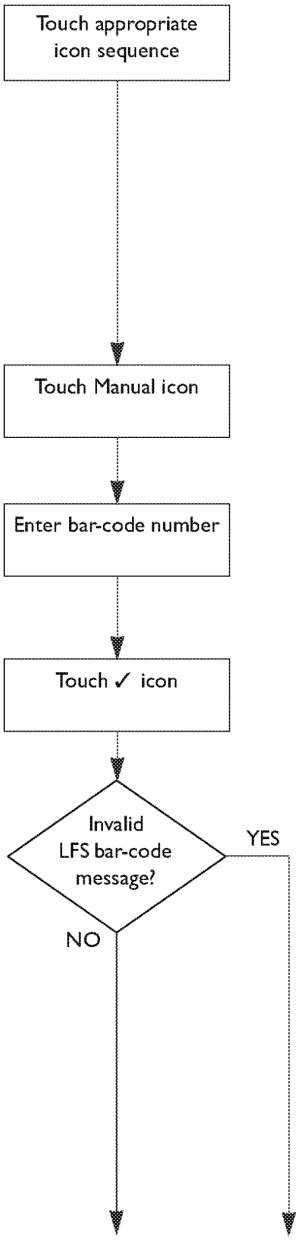
6 Entering a remittance bar-code number manually

You may need to enter a bar-code manually if the bar-code reader fails while you are confirming pouch delivery or collection, when you are recovering transactions undertaken manually when the system was down, or because a bar-code cannot be read by the bar-code reader:



- Select the Pouch Delivery or Pouch Collection option as appropriate by touching the following icon sequence:
  - Transactions
  - Remittances
  - Pouch Delivery or Pouch collection (as appropriate)

  The system will display the Scan Delivery Barcode screen or Scan Collection Barcode screen as appropriate.
- Touch the Manual icon

- Enter the twelve digit pouch bar-code number using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon

- Examine the screen to see if the system is displaying an invalid LFS bar-code message

  If the bar-code has not been accepted, the system will display an error message explaining the reason for the failure. This could be either that an invalid number or a number with fewer than twelve digits has been entered.

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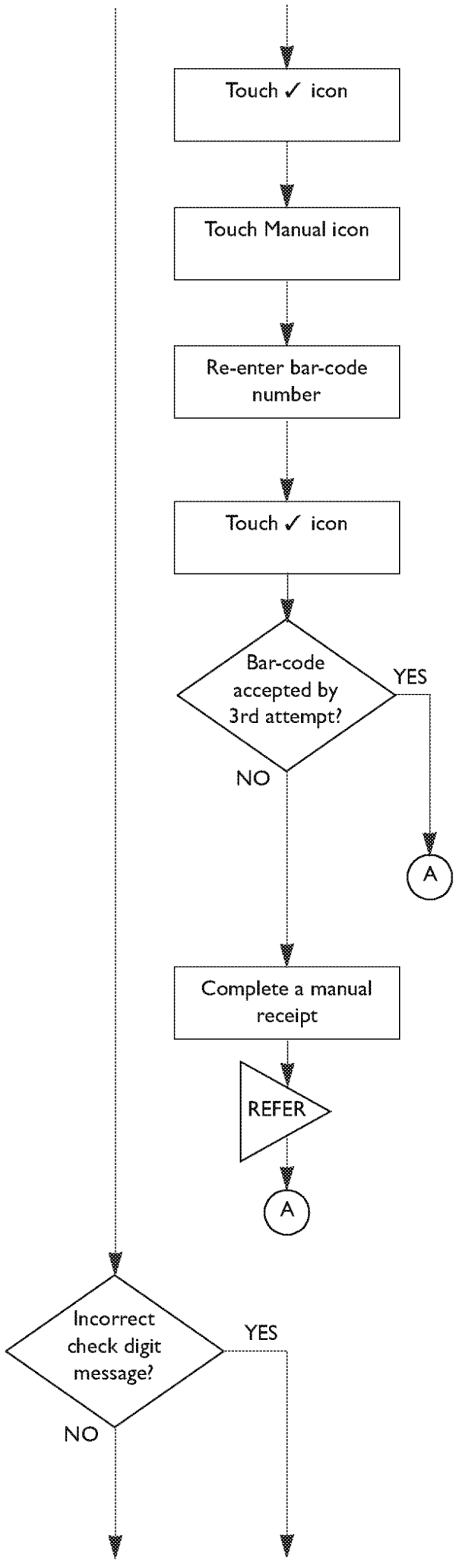

If the system is displaying an invalid LFS bar-code message:

- Touch the ✓ icon

- Touch the Manual icon

- Re-enter the twelve digit pouch bar-code number using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon.

- Check whether the bar-code has been accepted by the third attempt

If the bar-code has been accepted by the third attempt:

- Go to 'A' on page 53.

If the bar-code has not been accepted by the third attempt:

- Complete a manual receipt.

For information on completing a manual receipt, see subsection 10; Completing a manual receipt for pouch delivery or pouch collection.

- Go to 'A' on page 53.

- Examine the screen to see if the system is displaying an incorrect check digit message

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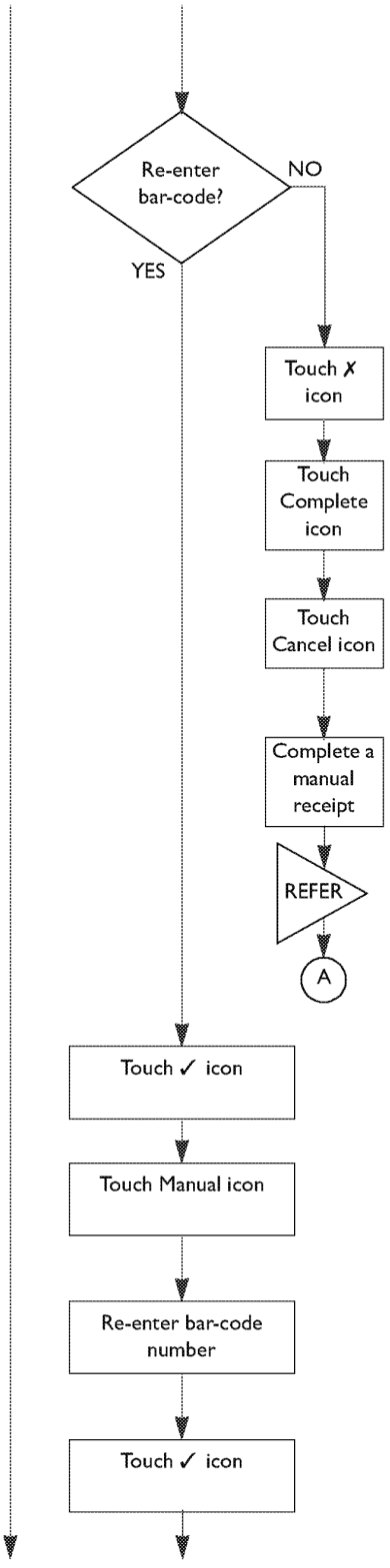

If the system is displaying an incorrect check digit message:

- Decide whether you want to re-enter the bar-code.

You should re-enter the bar-code if you previously entered the number incorrectly.

If you do not want to re-enter the bar-code:

- Touch the ✗ icon
- Touch the Complete icon
- Touch the Cancel icon to end the procedure.
- Complete a manual receipt for the pouch

For information on completing a manual receipt, see subsection 10; Completing a manual receipt for pouch delivery or pouch collection.

- Go to 'A' on page 53.

If you want to re-enter the bar-code:

- Touch the ✓ icon
- Touch the Manual icon
- Re-enter the bar-code number
- Touch the ✓ icon

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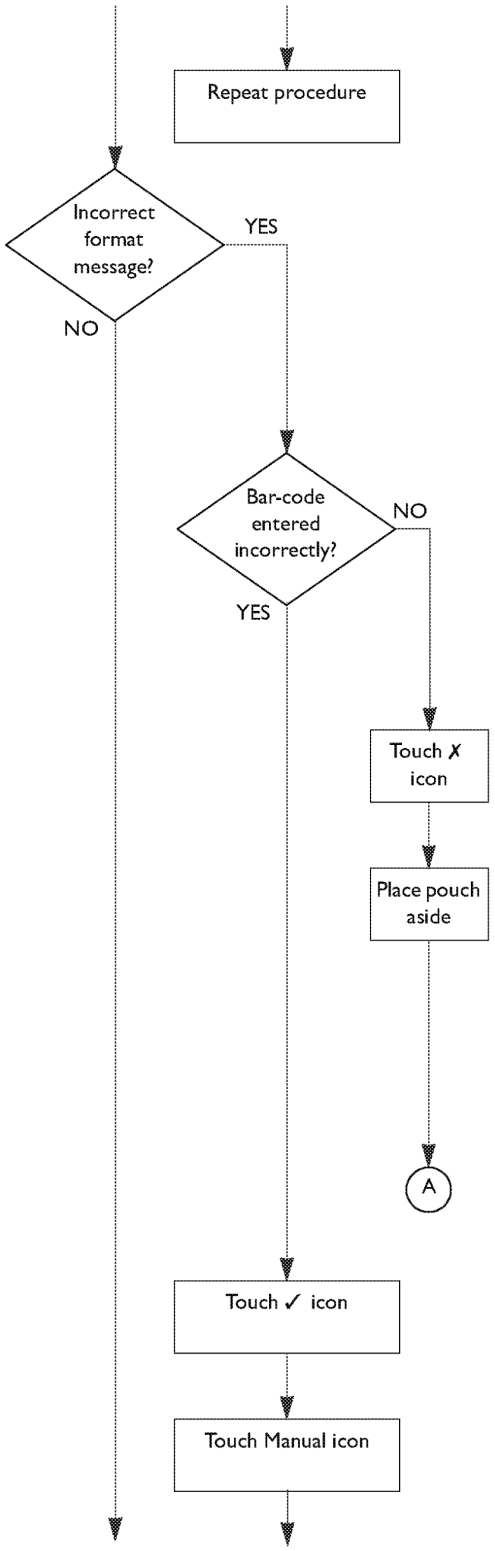

- Repeat procedure from flow chart box, 'Invalid LFS bar-code message?' on page 49

- Examine the screen to see if the system is displaying an incorrect format message

  This message will appear if you enter a delivery bar-code during a pouch collection session or a collection bar-code during a pouch delivery session.

If the system is displaying an incorrect format message

- Decide whether you have entered the bar-code incorrectly

If you have not entered the bar-code incorrectly but the bar-code is the wrong type for this session:

For example: A delivery pouch entered in the pouch collection screen.

- Touch the ✗ icon

- Place the pouch aside.

Please note: This pouch will now need to be entered in the correct screen (if it has not already been entered). If entry of the pouch is required repeat this procedure from the beginning ensuring that the correct option (delivery or collection) is selected.

- Go to 'A' on page 53.

If you have entered the bar-code incorrectly:

- Touch the ✓ icon

- Touch the Manual icon

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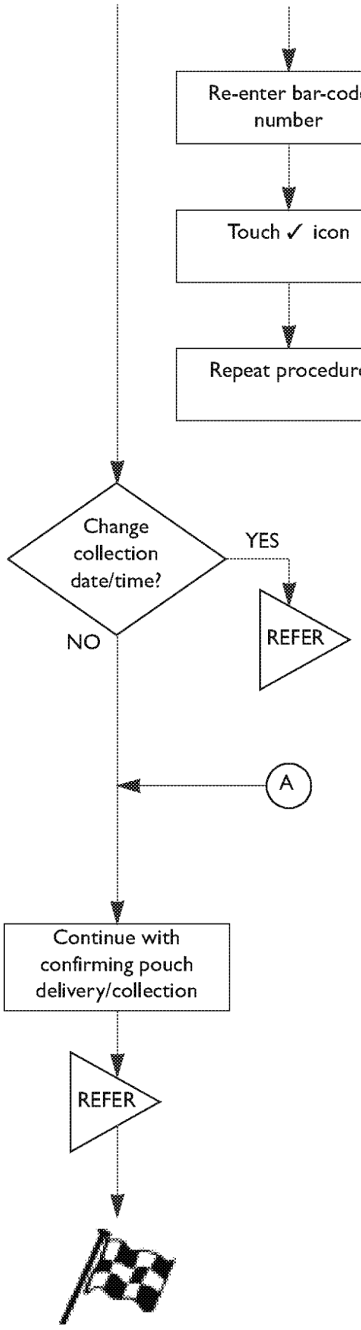

- Re-enter the bar-code number
- Touch the ✓ icon.
- Repeat procedure from flow chart box, 'Invalid LFS bar-code message?' on page 49

- Decide whether you need to change the date or time of the delivery/collection.

If you do:

Refer to see subsection 7; Changing the default date/time for pouch delivery/collection.

Please note: You only change the date or time when a pouch is being entered on the system at a date/time that is later than when the actual collection/delivery took place.

If you do not need to change the date/time of the delivery/collection:

- Continue with confirming the pouch delivery or collection as appropriate

For information on confirming pouch delivery and collection, (see subsection 5; Confirming pouch delivery and collection).

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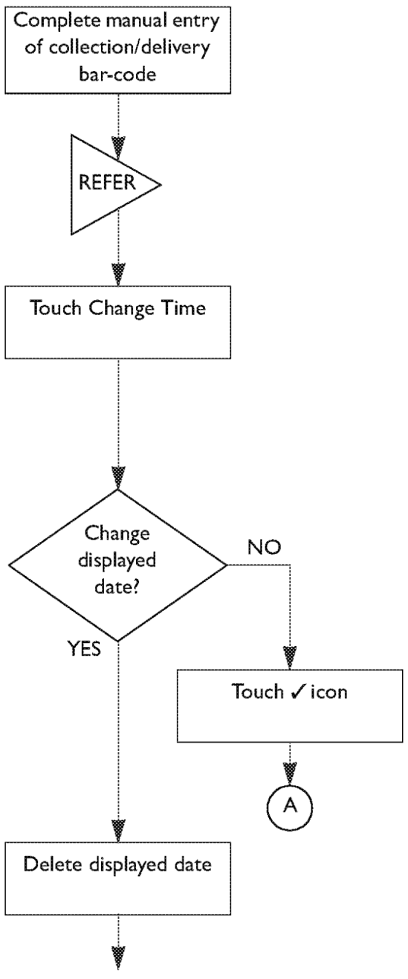
7 Changing the default date/time for pouch delivery/ collection

Use this procedure when you are recovering transactions undertaken manually in fallback mode and you need to change the default date/time as displayed on the Produce Report screen for delivered or collected pouches.

When a recovery of transactions has taken place the default date/time must be altered to reflect the actual date/time of the delivery or collection.

Do not change the default date/time unless the Horizon system was not available when the delivery or collection was made and you are entering the pouch delivery/collection details after the system has been restored to service, and after the manual entry of a bar-code number (see subsection 6; Entering a remittance bar-code number manually).



- Complete the manual entry of collection/delivery barcode

  For information on entering a collection/delivery barcode manually, see subsection 6; Entering a remittance bar-code number manually.

- Select the Change Time option by touching the following icon sequence:
  - Produce Report
  - Change Time

  The system will display the Enter Time screen showing the current time and date.

- Decide whether you need to change the date displayed

  If you do not need to change the default date:

  - Touch the ✓ icon
  - Go to 'A' on page 55

- Delete the displayed date using the backspace key

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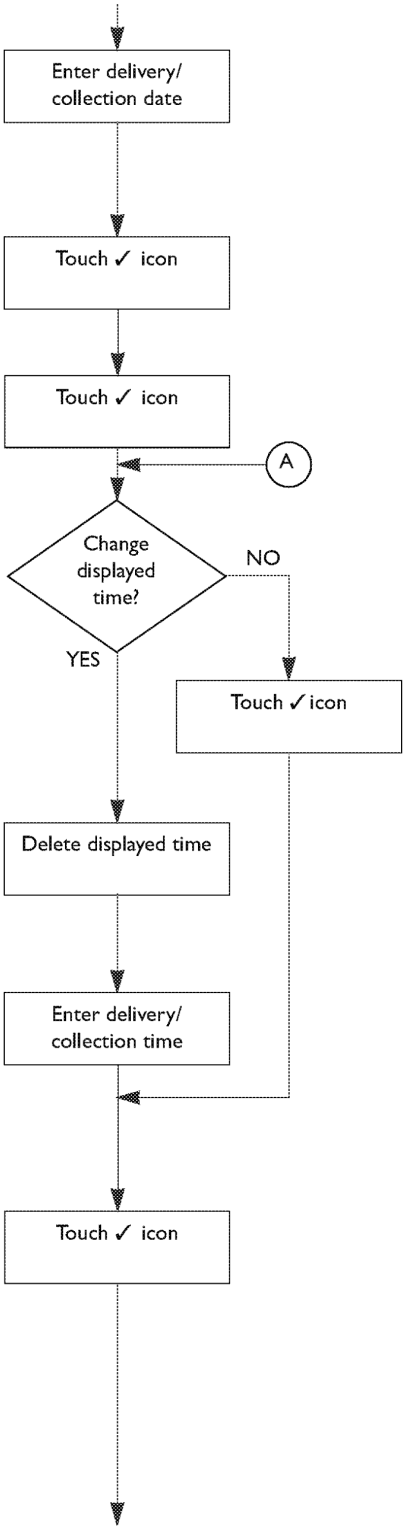

- Enter the date (in *dd/mm/yy* format) when the pouches were delivered or collected

  Please note: The entered date must be in the past. The system will reject a date in the future.

- Touch the ✓ icon to return to the Enter Time screen

- Touch the ✓ icon

- Decide whether you need to change the displayed time

  If you do not need to change the displayed default time:

  - Touch the ✓ icon

- Delete the displayed time using the backspace key

- Enter the time (in *hh:mm* format) when the pouches were delivered or collected

  Please note: The time must be entered in 24 hour format (e.g. 4:00pm would be entered as 16:00). The entered time must be in the past. The system will reject a time in the future.

- Touch the ✓ icon

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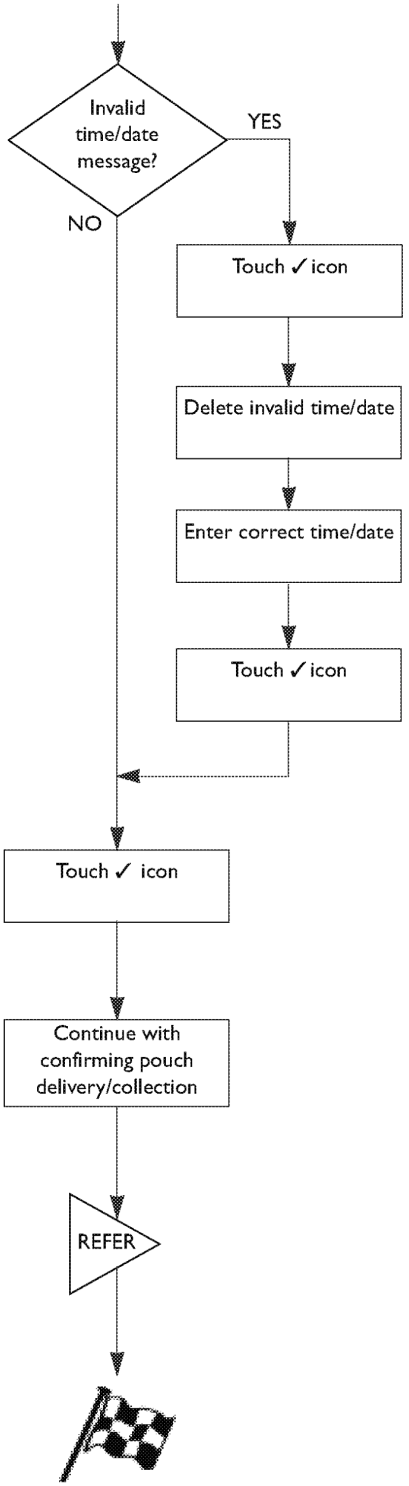

- Examine the screen to see if the system is displaying a message telling you that you have entered an invalid time/date

If the system is displaying an invalid time/date:

- Touch the ✓ icon
- Delete the invalid time/date using the backspace key
- Enter the correct time/date
- Touch the ✓ icon.

- Touch the ✓ icon

  The system will display the date and time that you have entered on the Produce Report screen.

- Continue confirming the pouch delivery or collection as appropriate

For information on confirming pouch delivery and collection see subsection 5; Confirming pouch delivery and collection.

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8 LFS transaction procedures when parts of the Horizon system are unavailable

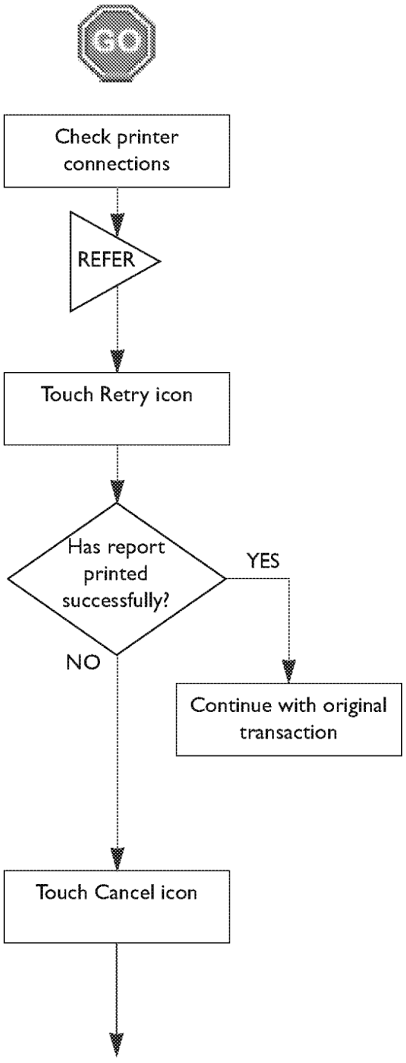
8.1 If the keyboard/touch screen fails

For information on dealing with keyboard and touch screen failures, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

8.2 If the office printer fails

Use this procedure when you need to print planned orders/stock advice notices but the office printer is not available.

If the office printer is not available when you try to print, the system will display a Printer Error screen with a Retry and Cancel option.



- Check the printer connections

  For information on dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the Retry icon

- Check whether the report has printed successfully

  If the report has printed successfully:

  - Continue with the original transaction.

- Touch the Cancel icon

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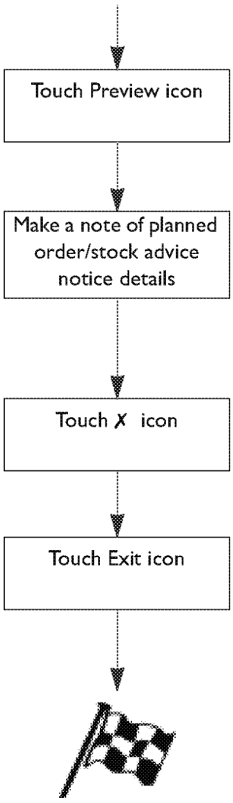

- Touch the Preview icon to preview the planned order/stock advice notice on the screen

  If there is more than one page, use the ☞ icon to scroll through the pages.

- Make a note of the planned order/stock advice notice details

  Please note: As there is no specific form to use in this instance, use an A4 sheet of paper taken from the Horizon Office Printer.

- Touch the ✗ icon to exit from the preview

- Touch the Exit icon to return to the original transaction

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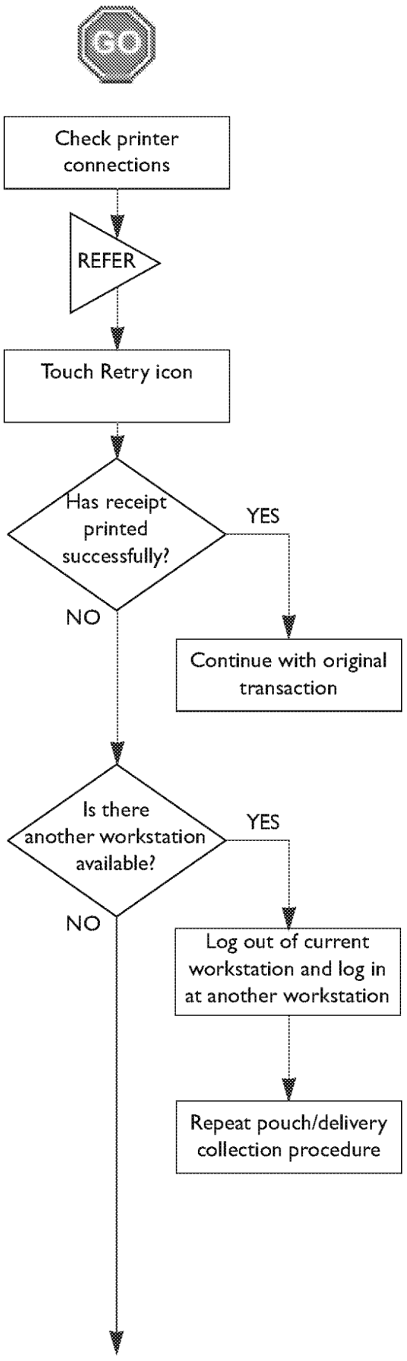
Transfers & remittances

8.3 Dealing with pouch delivery/collection receipts if the counter printer fails

Use this procedure when you need to print pouch delivery/collection receipts but the counter printer is not available.

If the counter printer is not available when you try to print, the system will display a Printer Error screen with a Retry and Cancel option.



- Check the printer connections

  For information on dealing with printer failure see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure)

- Touch the Retry icon

- Check whether the receipt has printed successfully

  If the receipt has printed successfully:

  - Continue with the original transaction.

  If there is another workstation available:

- Decide whether you want to move to it

  If you want to move to another workstation:

  - Log out of your current workstation and log in at the other workstation

  - Repeat the pouch delivery/collection procedure from the beginning see subsection 5; Confirming pouch delivery and collection.

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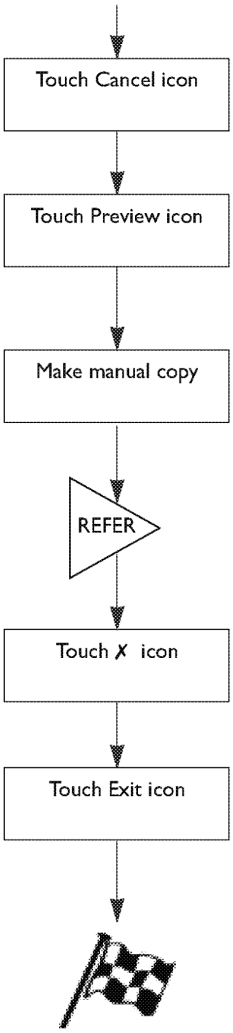

- Touch the Cancel icon

- Touch the Preview icon to preview the delivery/collection receipt on the screen

  If there is more than one page, use the ☞ icon to scroll through the pages.

- Make a manual copy of the delivery/collection receipt displayed on the screen

  For information on completing a manual receipt, see subsection 10; Completing a manual receipt for pouch delivery or pouch collection.

- Touch the ✗ icon to exit from the receipt preview

- Touch the Exit icon to return to the original transaction

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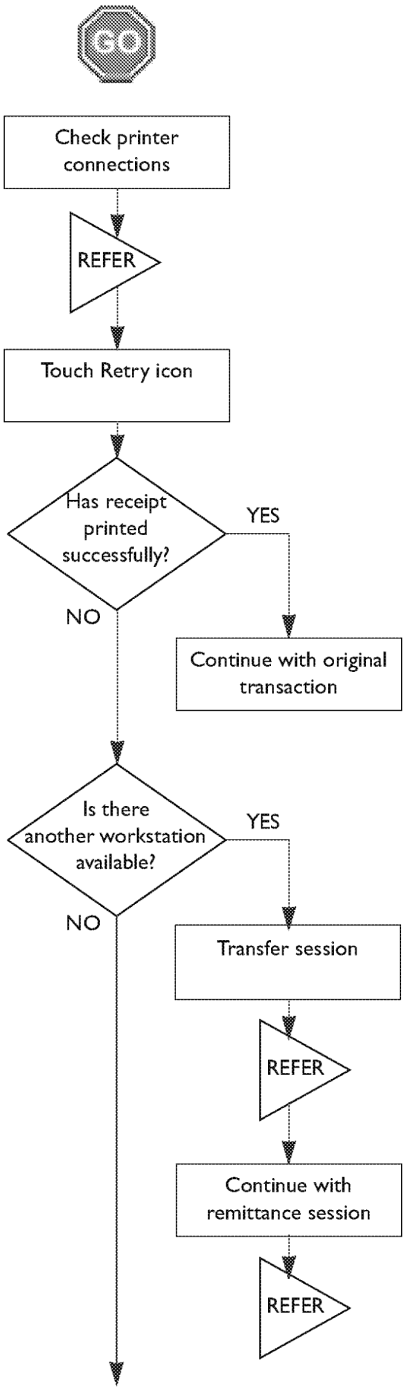
Transfers & remittances

8.4 Dealing with returned stock advice notes if the counter printer fails

Use this procedure if the counter printer fails when producing a stock advice note.

If the counter printer is not available when you try to print, the system will display a Printer Error screen with a Retry and Cancel option.



- Check the printer connections

For information on dealing with printer failure see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure)

- Touch the Retry icon

- Check whether the receipt has printed successfully

If the receipt has printed successfully:

- Continue with the original transaction.

If there is another workstation available:

- Decide whether you want to move to it

If you want to move to another workstation:

- Transfer the remittance session to other workstation.

For information on transfering sessions, see System Administration; System features; Suspending and transferring transactions (sessions)

- Continue with remittance transcation

For information on remittances, see subsection 4; Dealing with remittances to the Automated Distribution Centre.

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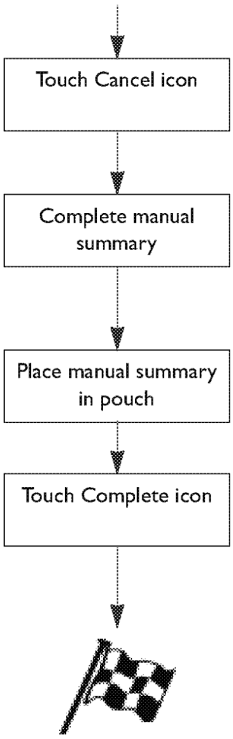
Transfers & remittances



- Touch the Cancel icon
- Complete the appropriate manual summary form - P5257 (for cash) or P2613 (for stock) detailing the stock/cash to be returned
- Place the manual summary form in the pouch to accompany the item(s) being despatched.
- Touch the Complete icon to return to the original transaction

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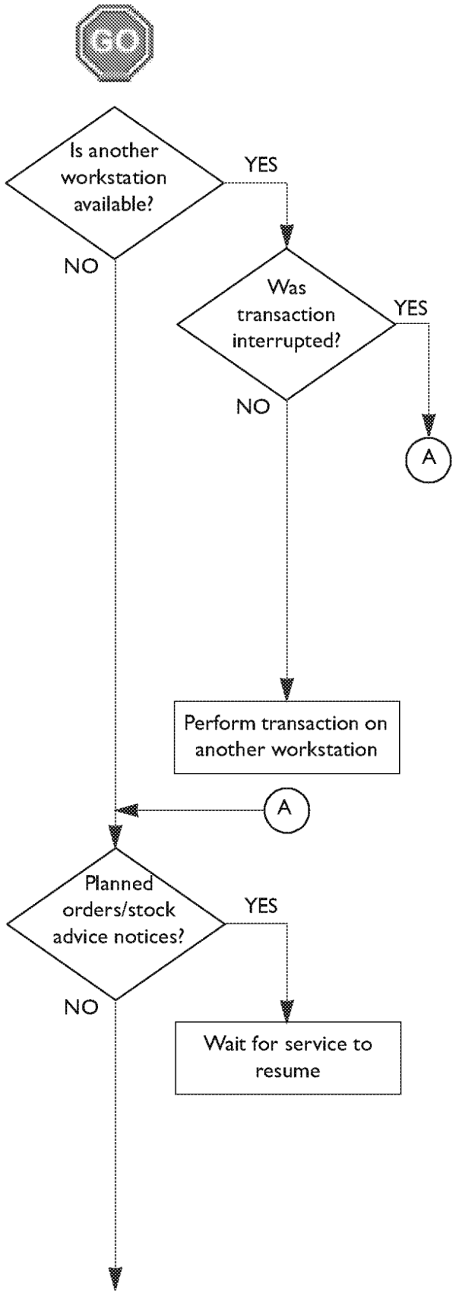
Transfers & remittances

8.5 If the processor fails

Use this procedure when you need to record LFS transaction details but the Horizon system processor has failed at your workstation..

If your office has more than one counter position you can close the session and move to another workstation.

If possible this should be connected to the network, see paragraph 8.6; page 65.



- Check whether there is another workstation available on which you can carry out the transaction

If there is another workstation available:

- Decide whether you started the transaction and it was interrupted by the system failure

If it was:

- Go to 'A' below.

Please note: Any transaction that is interrupted by system failure must be completed manually as if the system had failed before the transaction started.

If the transaction was not interrupted by the system failure:

- Perform the transaction on the other workstation.

- Decide whether this is a planned orders/stock advice notices transaction

If it is:

- Wait for the service to resume.

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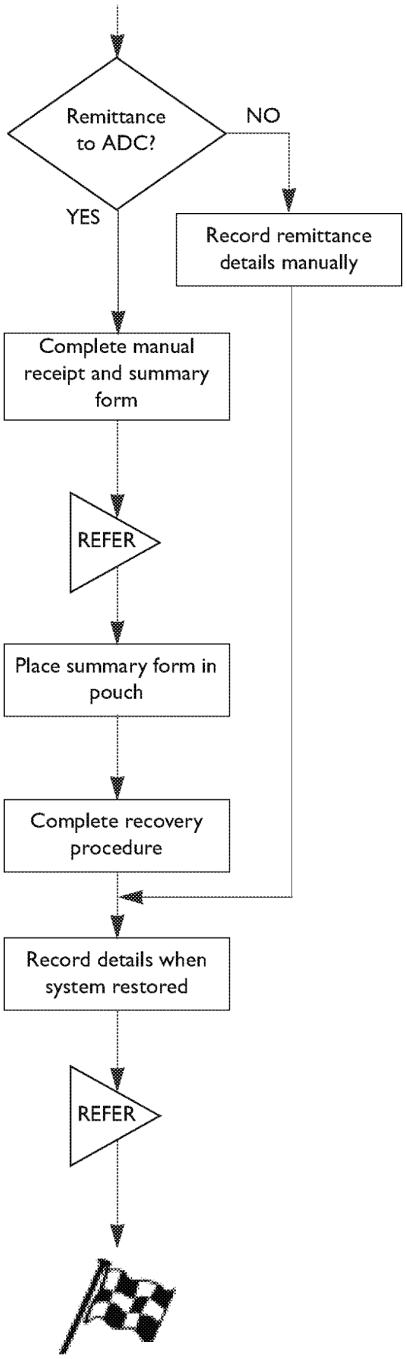
Transfers & remittances



- Decide whether this is a remittance to the Automated Distribution Centre (ADC)

If it is a remittance to another destination:

- Record the remittance details, including the pouch bar-code number, manually.

If it is to remittance to the ADC:

- Complete a manual pouch delivery/collection receipt and manual summary form - P5257 (for cash) or P2613 (for stock)

For information on completing a manual receipt, see subsection 10; Completing a manual receipt for pouch delivery or pouch collection.

- Place the manual summary form - P5257 (for cash) or P2613 (for stock) in the pouch with the items being despatched

- Complete the recovery procedure

- Record the transaction details on the system when the Horizon system is restored

For information on recovering transactions after the system is restored, see subsection 9; Recovery of manually recorded LFS transaction details.

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Transfers & remittances

8.6 If a counter position becomes isolated from the network

If the network fails the system will display a message saying that the counter position has become isolated from the network:

- Carry out LFS transations at another counter position if there is one available and it is connected to the network

If there is no other counter position available or all counter positions are isolated from the network:

- Carry out the transaction at the isolated counter position.

8.7 If the ISDN link fails

If the ISDN link fails the system will display a message telling you that it has failed.

You can continue to carry out LFS transactions.

You may not receive any new information about planned orders or stock advice notices, and delivery collection data and cash/stock statement data will not be transmitted from your office, until the ISDN link is working again.

When the ISDN link is restored the system will display a message telling you that it has been restored.

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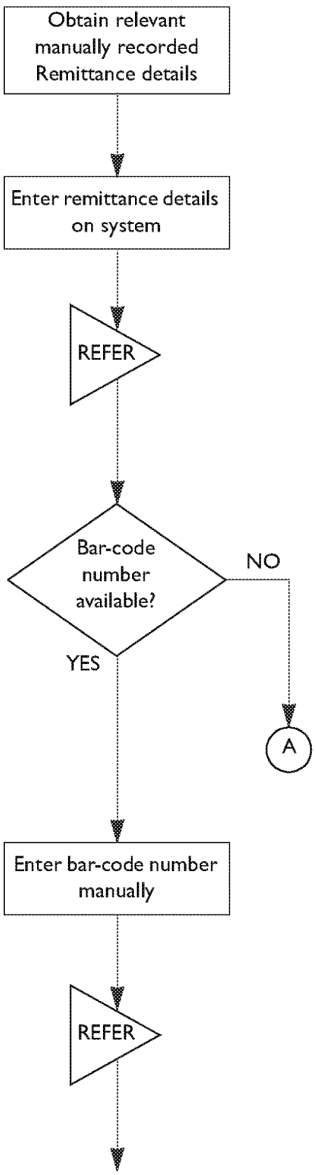
9 Recovery of manually recorded LFS transaction details

9.1 Recovering details of remittances to the Automated Distribution Centre

Use this procedure when you need to recover details of remittances to the Automated Distribution Centre (ADC) recorded manually during a period when the Horizon system was not available.



- Obtain the relevant manually recorded remittance details

- Enter the manually recorded remittance details on to the system

  For information on dealing with remittances to the Automated Distribution Centre, see subsection 4; Dealing with remittances to the Automated Distribution Centre.

- Decide whether the manually recorded coinbag/pouch bar-code number is available

  If the manually recorded coinbag/pouch bar-code is not available:

  - Go to 'A' on page 67.

- Enter the coinbag/pouch bar-code number manually

  For information on entering a coinbag/pouch bar-code manually, see subsection 6; Entering a remittance bar-code number manually.

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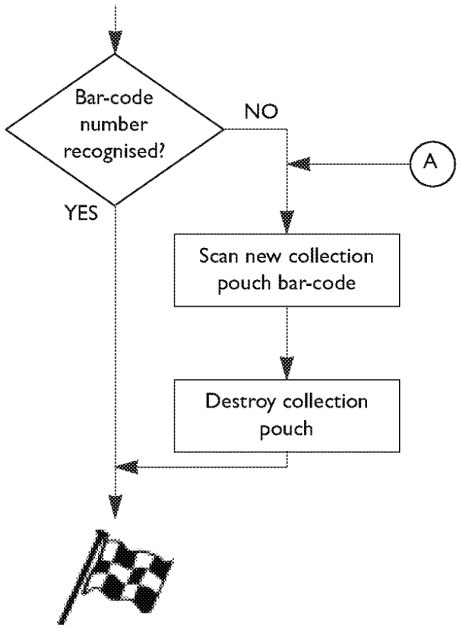
Transfers & remittances



- Examine the screen to see if the system is displaying a message telling you that the bar-code has not been recognised

If the system is displaying a message telling you that the bar-code has not been recognised:

- Scan a new collection pouch bar-code
- Destroy the collection pouch.

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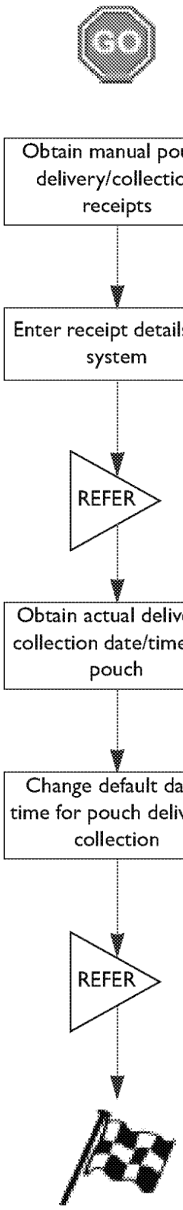
9.2 Recovering pouch delivery/collection details

Use this procedure when then you need to recover pouch delivery and collection details recorded manually during a period when the Horizon system was not available.



- Obtain the manual pouch delivery/collection receipts
- Enter the receipt details on the system

For information on entering a pouch bar-code manually, see subsection 6; Entering a remittance bar-code number manually.

- Obtain the manually recorded delivery/collection actual date/time for the pouch
- Change the default date/time for the pouch delivery or collection to show the actual date/time of the collection/delivery

For information on changing the default date/time for pouch delivery/collection, see subsection 7; Changing the default date/time for pouch delivery/ collection.

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10 Completing a manual receipt for pouch delivery or pouch collection

Use this procedure when you need to complete a manual receipt for pouch delivery or pouch collection.

For example: The counter printer fails or you cannot enter a barcode manually.

Pouch delivery receipts

* Complete either CashCo receipt pad Sun 49 or Miscellaneous Receipt P1091L in duplicate with the following information:

- your office FAD code
- the date and time of pouch/coin bag delivery
- the serial number of the pouch/coin bag (the twelve-digit number either on the pouch or attached to the coin bag)
- the total number of pouches/coin bags (including a breakdown of denomination of coin type) in the consignment
- the total number of full coin bags (if applicable).

* Datestamp and sign both copies of the receipt

Please note: This must be done by the clerk accepting the delivery

* Give one copy of the receipt to the carrier and retain the other copy in your office for two years for audit purposes.

Pouch collection receipts

* Complete either CashCo receipt pad Sun 49 or Miscellaneous Receipt P1091L in duplicate with the following information:

- your office FAD code
- the date and time of pouch/coin bag collection
- the serial number of the pouch/coin bag (the twelve-digit number either on the pouch or attached to the coin bag)
- the total number of pouches/coin bags (including a breakdown of denomination of coin type) in the consignment

* Datestamp and sign both copies of the receipt

Please note: This must be done by the clerk accepting the delivery and also by the carrier collecting the consignment

* Give one copy of the receipt to the carrier and retain the other copy in your office for two years for audit purposes.

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Introduction

This booklet contains information about non-customer transactions on the Horizon system.

Information about the transfer and remittances functions of the system is contained in the Transactions - Other - Part one booklet

The losses, gains and error notices section covers losses, gains and error notices for all offices. Also included in this section of the guide are procedures for entering error notices and making good losses and gains.

The miscellaneous section of this guide covers updating reference data, recording parcel traffic from DPI (Discreet Parcel Income) schedules, RD Cheques, Vouchers and POCL cheques, figures for traffic not appearing on the cash account and providing and reclaiming a temporary loan to the Post Office.

You will find information about reversing electronic point of sale transactions in this booklet. For information about reversing Automated Payments transactions, see Transactions - Serve Customer - Part one; Automated Payments; Reversing an Automated Payment.

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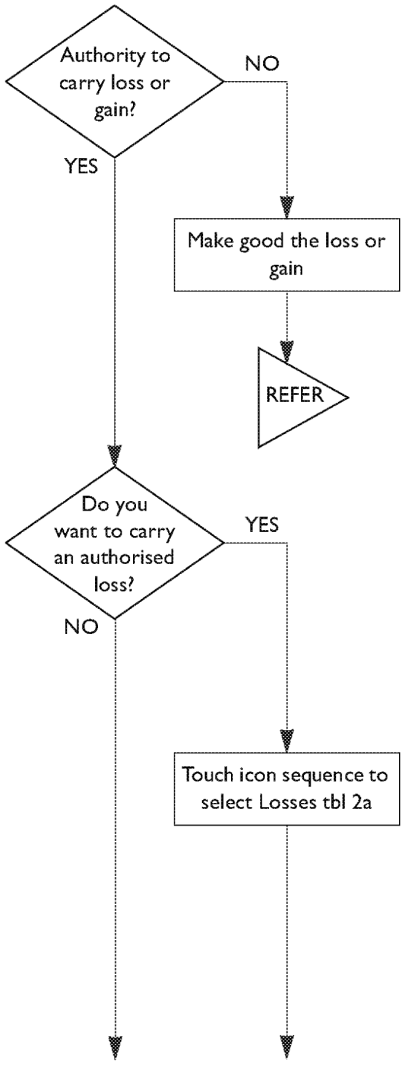
Losses, gains & error notices

1 Dealing with losses or gains in offices other than branch offices

1.1 Preparing for an Error Notice or an Authority to Reclaim from pay

Use this procedure when you are expecting an Error Notice because of a known discrepancy or if you have a loss to be reclaimed from pay.

For further information on dealing with losses and gains and for best practices to be adopted when a loss or gain has been incurred, Balancing with Horizon Guide; Section 3: Balancing and Suspense Account.



- Check whether you have authority from your Retail Network Manager (RNM) to carry an authorised loss or gain

  If you do not have the authority:

  - Make good the loss or gain.

  For information on making good losses and gains, see subsection 4; Making good losses and gains.

- Determine whether you have an authorised loss to carry

  Losses are covered by either Claim Error Notices, Authorities to Reclaim from Pay or a write off.

  If you have a loss to carry from the previous week:

  - Select the Losses to table 2a (suspense account) option by touching the following icon sequence:
    - Transactions
    - Housekeeping
    - Losses tbl 2a

  The system will display a picklist.

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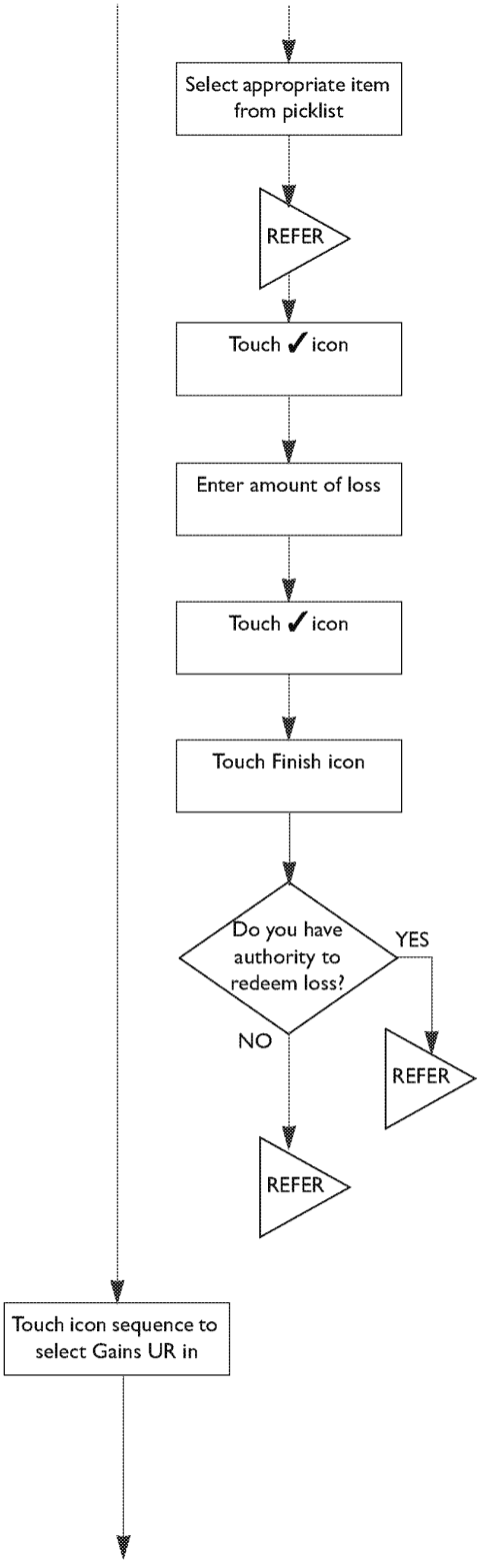
Losses, gains & error notices



- Select the appropriate line from the picklist

For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

The system will display the Amount screen

- Enter the amount of the loss

- Touch the ✓ icon

- Touch the Finish icon

The loss is now transferred to table 2A of the suspense account.

- Decide whether you have authority to redeem the loss

If you have authority to redeem the loss, see paragraph 1.2; page 4.

If you do not have authority to redeem the loss, see see paragraph 1.3; page 11.

If you have a gain to carry from the previous week:

- Select the Gains UR in (suspense account) option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Gains UR in

The system will display a picklist.

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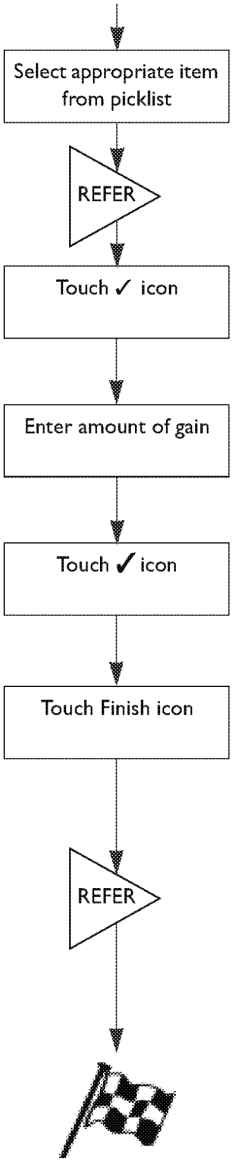
Losses, gains & error notices



- Select the appropriate item from the picklist

For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

The system will display the Amount screen.

- Enter the amount of the gain

- Touch the ✓ icon

- Touch the Finish icon

The gain is now transferred to table 3 of the suspense account.

For information on reclaiming the gain, see paragraph 1.4; page 12.

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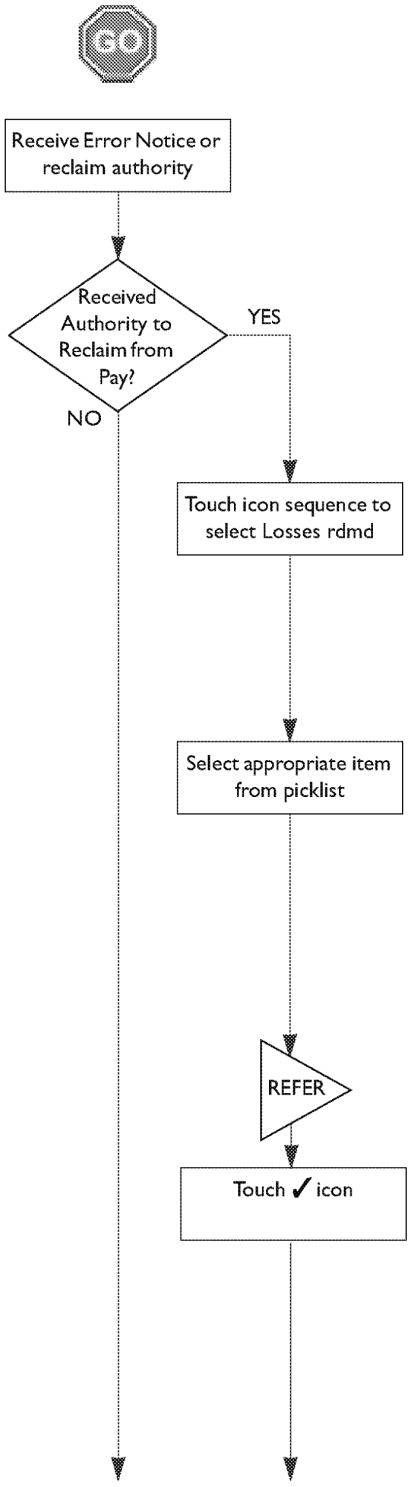
1.2 Receiving a compensating Error Notice or Authority to Reclaim from Pay or a writeoff



- Obtain the Error Notice or the Authority to Reclaim from Pay

- Decide whether you have received an Authority to Reclaim from Pay voucher

If you have an Authority to Reclaim from Pay voucher or a write off voucher:

- Select the Losses rdmd option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Losses rdmd

The system will display a picklist containing a list of loss redeemed products.

- Select the appropriate item from the picklist

You must ensure that the product selected corresponds with the product used to post the original loss to the suspense account

For example: If 'Loss A to Table 2A' is used to post the loss to the suspense account, 'Loss A redeemed' must be used for the redemption

For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

The system will display the Amount screen.

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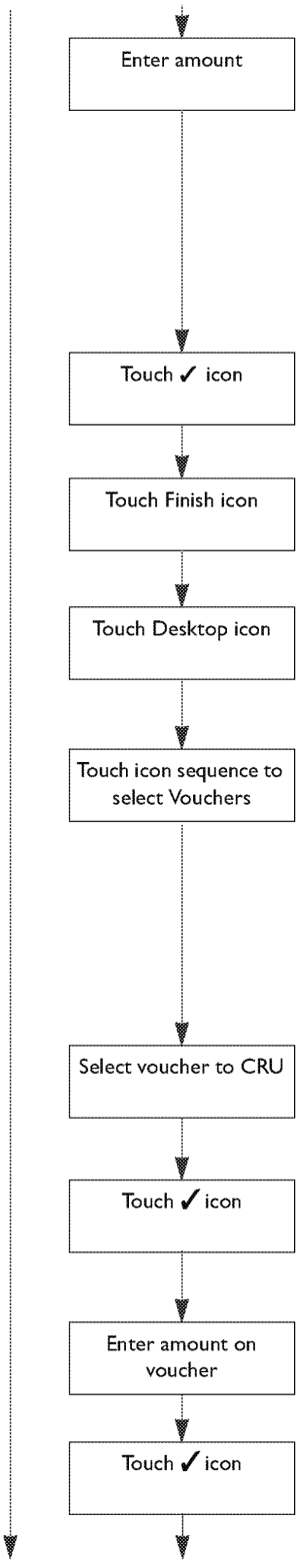
Losses, gains & error notices



- Enter the amount that you originally entered as a loss

Please note: Do not enter the amount that appears on the voucher. If the amount you entered to the suspense account for the authorised loss and the amount that appears on the voucher are different, you must make good the net difference.

- Touch the ✓ icon

- Touch the Finish icon

- Touch the Desktop icon

- Select the Vouchers option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Functions
  - Settlement
  - Vouchers

The system will display a picklist.

- Touch the Voucher to CRU icon

- Touch the ✓ icon

- Enter the amount indicated on the Authority to Reclaim from Pay or write off voucher

- Touch the ✓ icon

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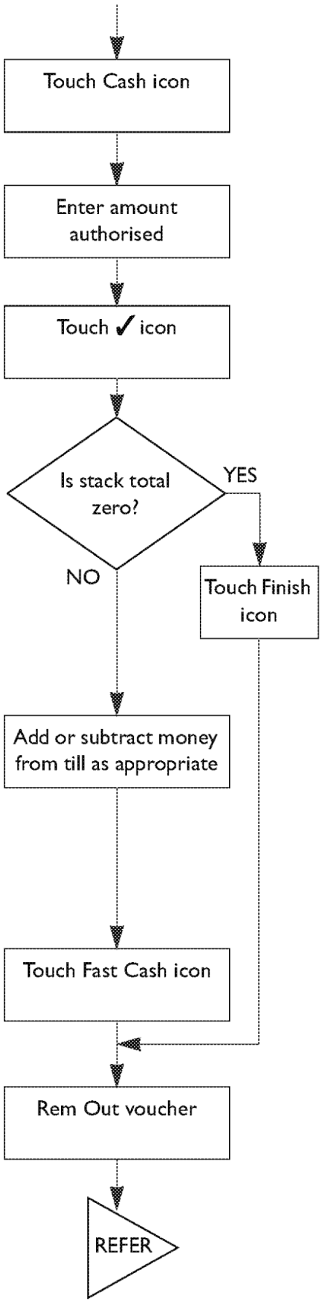
Losses, gains & error notices



- Touch the Cash icon (F3)

Please note: Do not select the 'Fast Cash' (F1) icon as this will settle the transaction

- Enter the amount that you were authorised to carry

- Touch the ✓ icon

- Examine the Transaction Stack to see whether the total is zero

If the stack total is zero:

- Touch the Finish icon

If the stack total is negative or positive:

- Add money to your till or take money out of your till as appropriate

If the amount is negative (yellow text) the equivalent amount must be taken out of your till.

If the amount is positive (white text) the equivalent amount must be added to your till.

- Touch the **Fast** Cash icon (F1)

- Remit the voucher out.

For information on remitting out, see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances to the Automated Distribution Centre.

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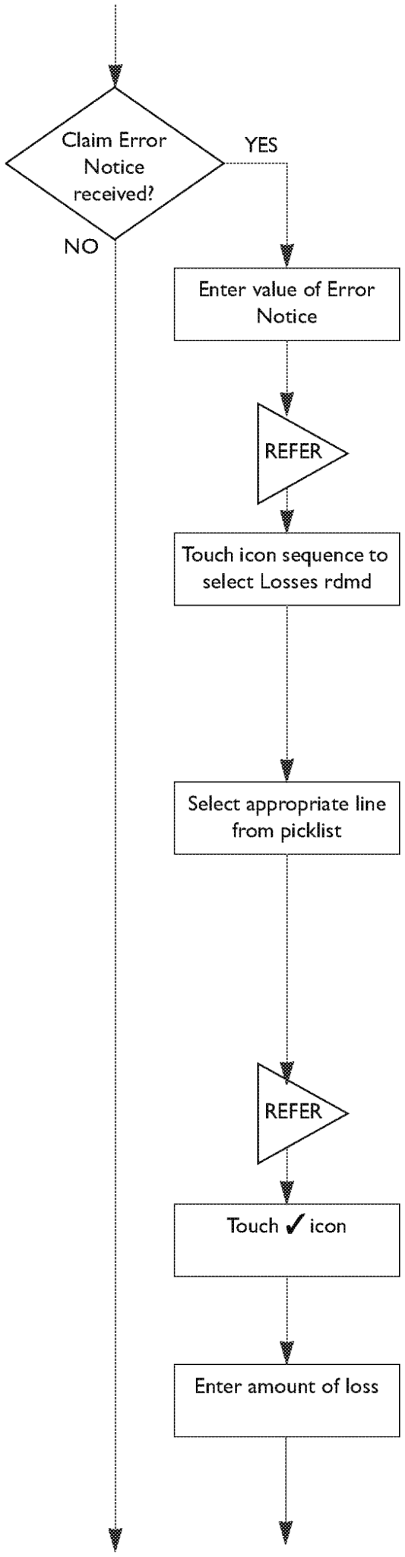
Losses, gains & error notices



- Decide whether you have received a compensating Claim Error Notice

If you have received a compensating Claim Error Notice:

- Enter the value of the Error Notice

For information on entering an Error Notice, see subsection 3; Entering Error Notices.

- Select the Losses rdmd option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Losses rdmd

The system will display a picklist containing a list of loss redeemed products.

- Select the appropriate line from the picklist

You must ensure that the product selected corresponds with the product used to post the original loss to the suspense account

For example: If 'Loss A to Table 2A' is used to post the loss to the suspense account, 'Loss A redeemed' must be used for the redemption

For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

- Enter the amount that you were authorised to carry as a loss

Please note: If the amount you entered to the suspense account for the authorised loss and the amount that appears on the

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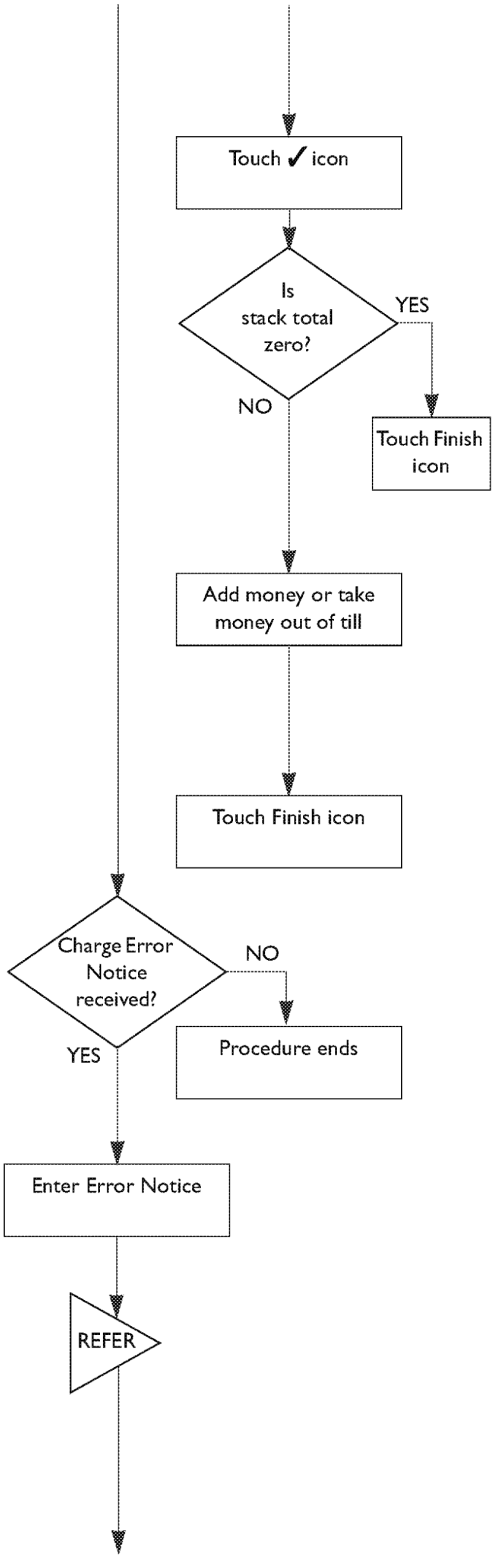
Losses, gains & error notices



Claim Error Notice are different, you must make good the net difference or seek authority from your RNM for an amount to remain in the suspense account.

- Touch the ✓ icon

- Examine the Transaction Stack to see whether the total is zero

If the stack total is zero:

- Touch the Finish icon

Please note: This ends the procedure.

If the stack total is negative or positive:

- Add money to your till, or take money out of your till as appropriate

If the amount is negative (yellow text) the equivalent amount must be taken out of your till.

If the amount is positive (white text) the equivalent amount must be put into your till.

- Touch the Finish icon

- Decide whether you have received a compensating Charge Error Notice

Please note: If you have not received a compensation Charge Error Notice this procedure ends here.

If you have received a Compensating charge error notice:

- Enter the Error Notice.

For information on entering the Error Notice, see subsection 3; Entering Error Notices.

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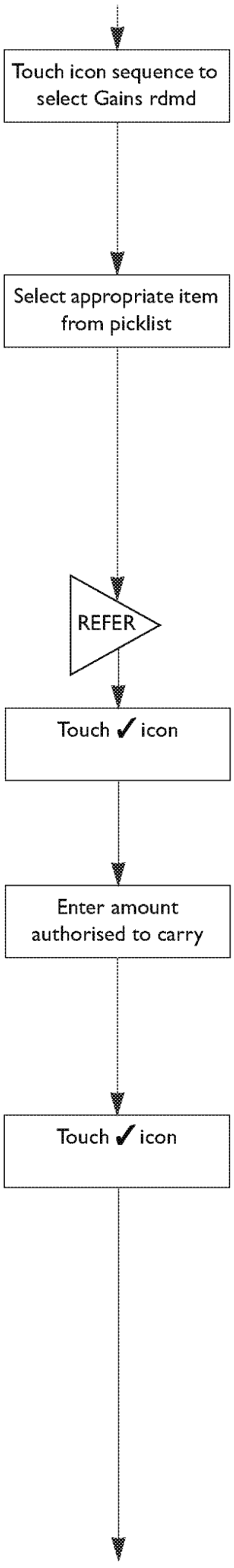
Losses, gains & error notices



- Select the Gains rdmd option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Gains rdmd

  The system will display a picklist containing a list of gain redeemed products.
- Select the appropriate line from the picklist

  You must ensure that the product selected corresponds with the product used to post the original gain to the suspense account

  For example: If 'Gain A to UR' is used to post the gain to the suspense account, 'Gain A redeemed' must be used for the redemption

  For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

- Enter the amount that you were authorised to carry as a gain.

  Please note: If the amount you entered to the suspense account for the authorised gain and the amount that appears on the charge error notice are different, you must make good the net difference.

- Touch the ✓ icon

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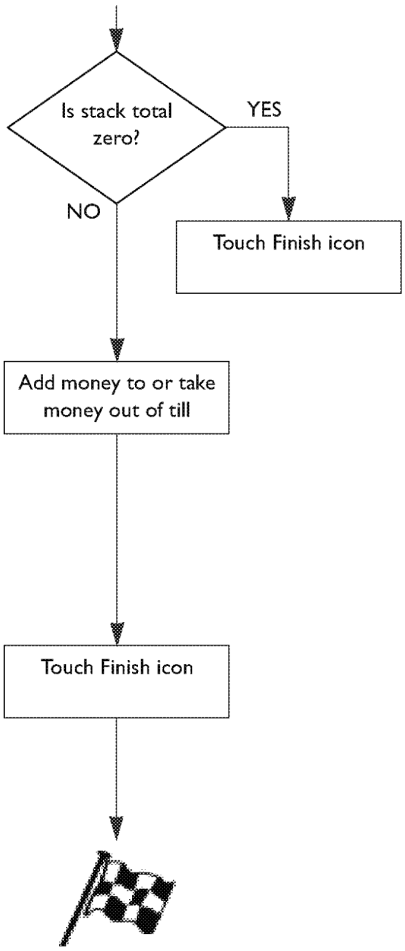
Losses, gains & error notices



- Examine the Transaction Stack to see whether the total is zero

If the stack total is zero:

- Touch the Finish icon

Please note: This ends the procedure.

If the stack total is negative or positive:

- Add money to your till, or take money out of your till as appropriate

If the amount is negative (yellow text), the equivalent amount must be taken out of your till.

If the amount is positive (white text), the equivalent amount must be put into your till.

- Touch the Finish icon

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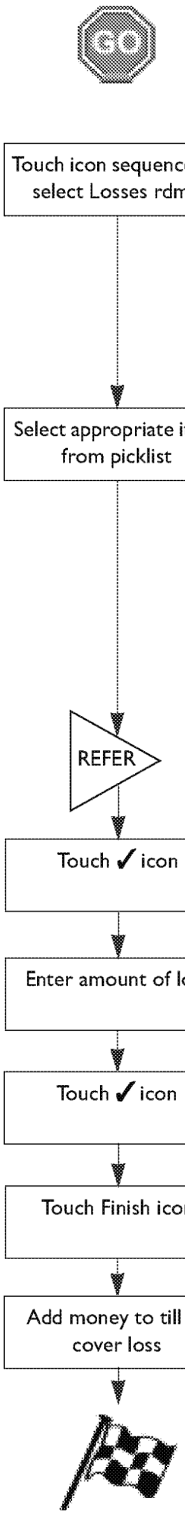
Losses, gains & error notices

1.3 Making good losses held in the suspense account



When authorised losses are no longer allowed to be carried:

- Select the Losses rdmd option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Losses rdmd

  The system will display a picklist containg a list of loss redeemed products.

  - Select the appropriate line from the picklist

  You must ensure that the product selected corresponds with the product used to post the original loss to the suspense account

  For example: If 'Loss A to Table 2A' is used to post the loss to the suspense account, 'Loss A redeemed' must be used for the redemption

  For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

  The system will display the amount screen.

- Enter the amount of the loss

- Touch the ✓ icon

- Touch the Finish icon

- Add the necessary amount of money to your till to cover the loss.

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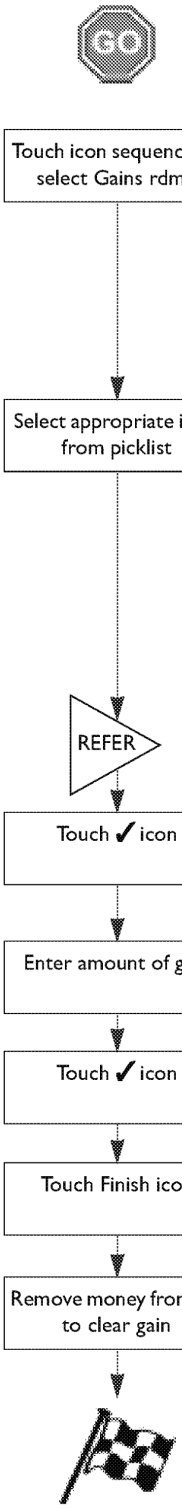
1.4 Making good gains held in the suspense account



When authorised gains are no longer allowed to be carried:

- Select the Gains rmdm option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Gains rdmd

  The system will display a picklist containing a list of gain redeemed products.

  - Select the appropriate item from the picklist

  You must ensure that the product selected corresponds with the product used to post the original gain to the suspense account

  For example: If 'Gain A to UR' is used to post the gain to the suspense account, 'Gain A redeemed' must be used for the redemption

  For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

  The system will display the Amount screen.

- Enter the amount of the gain

- Touch the ✓ icon

- Touch the Finish icon

- Remove the necessary amount of money from your till to clear the gain.

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2 Dealing with a branch office loss or gain

2.1 Entering losses and gains into the suspense account

Use this procedure if you declare a discrepancy in a stock unit when balancing (i.e. a stock unit loss or gain).

This must be the first activity performed in the new CAP, before any other transactions are performed.

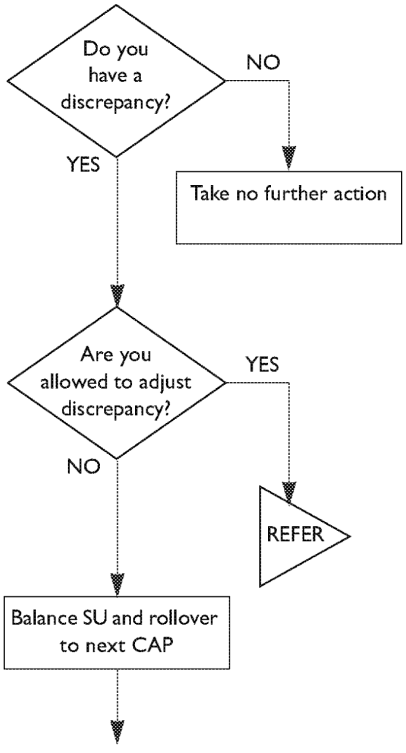
All discrepancies in excess of £2 must be posted to the suspense account (Unclaimed Payments or Uncharged Receipts). This should be carried out on the stock unit in which the discrepancy occurred directly after balance and rolled over to the next Cash Account Period (CAP).

If a stock unit is rolled over to the next balance period any discrepancies must not be posted to the suspense account until rollover to the next Cash Account Period has taken place.

For example: A £10 loss in CAP01 BP01 should not be posted to suspense until CAP02 BP01.

You must complete the office Cash Account before redeeming any gains which have resulted.

For further information on dealing with losses and gains and for best practices to be adopted when a loss or gain has been incurred, refer to Balancing with Horizon Guide; Section 3: Balancing and Suspense Account.



- Determine whether you have a discrepancy after completing the Stock Unit balance

  If you do not have a discrepancy:

  - Take no further action.

- Decide whether you are allowed to adjust

  Please note: Only discrepancies of £2 or less may be adjusted.

  If you are allowed to adjust:

  For information on adjusting a discrepancy, see Transactions - Other - Part two; Losses, gains & error notices; Making good losses and gains.

- Balance the Stock unit and roll over into the next CAP

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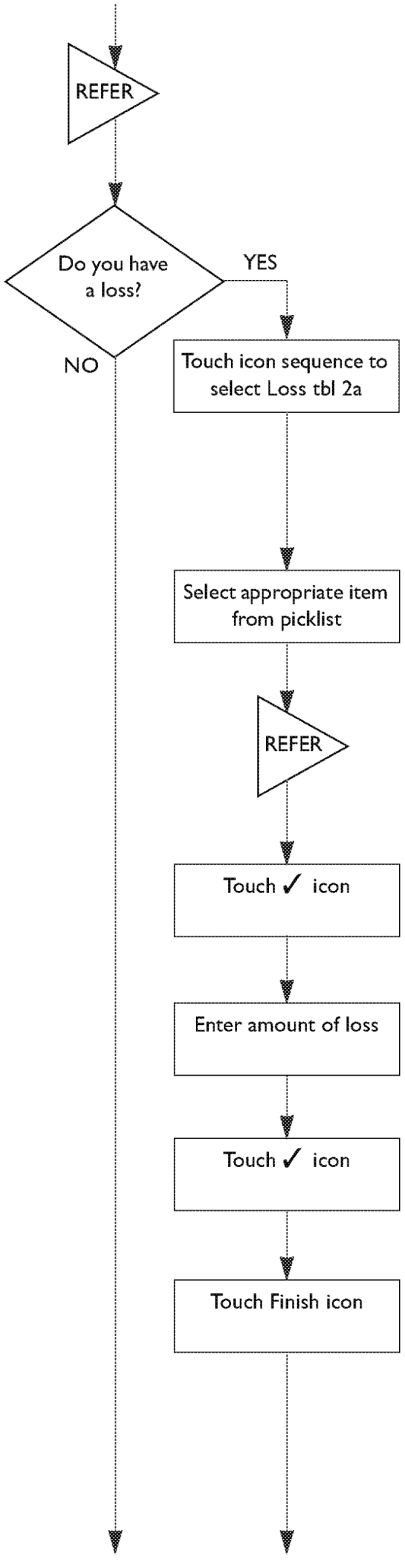
Losses, gains & error notices



For information on balancing a stock unit, see Balancing; Balancing an individual stock unit; Balancing a stock unit or see Balancing; Balancing a shared stock unit; Balancing a stock unit.

- Decide whether you have a loss

If you have a loss:

- Select the Loss to table 2a (suspense account) option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Loss tbl 2a

The system will display a picklist containing a list of Loss to Table 2A products.

- Select the appropriate line from the picklist

For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

The system will display the Amount screen.

- Enter the amount of the loss

- Touch the ✓ icon

- Touch the Finish icon

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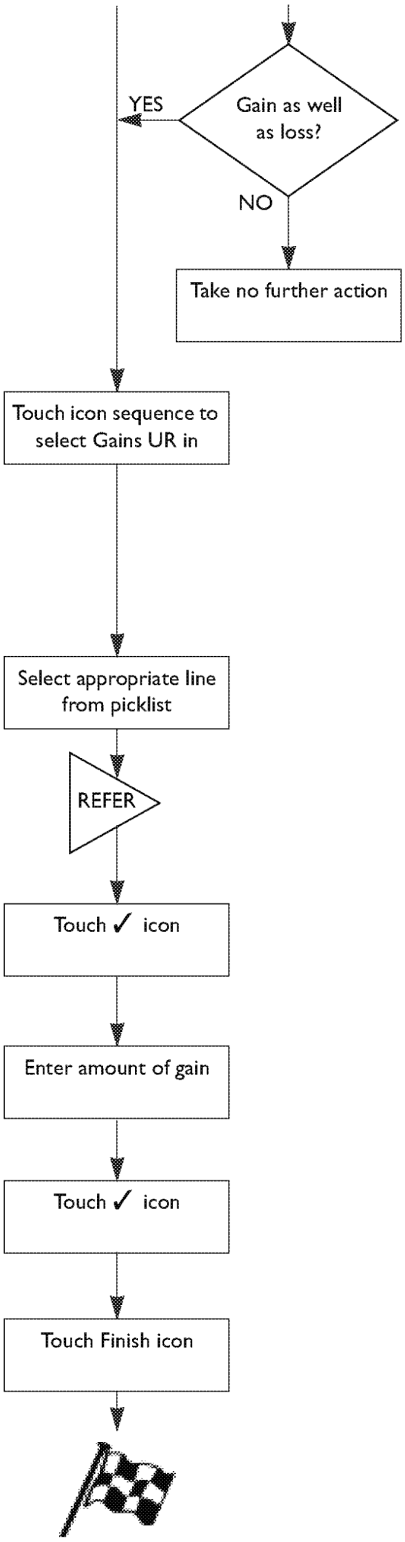
Losses, gains & error notices



- Decide whether you have a gain as well as a loss

If you do not have a gain as well as a loss:

- Take no further action

- Select the Gains UR in (suspense account) option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Gains UR in

  The system will display a picklist containing a list of Gain to UR products.

- Select the appropriate line from the picklist

For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

  The system will display the Amount screen.

- Enter the amount of the gain

- Touch the ✓ icon

- Touch the Finish icon

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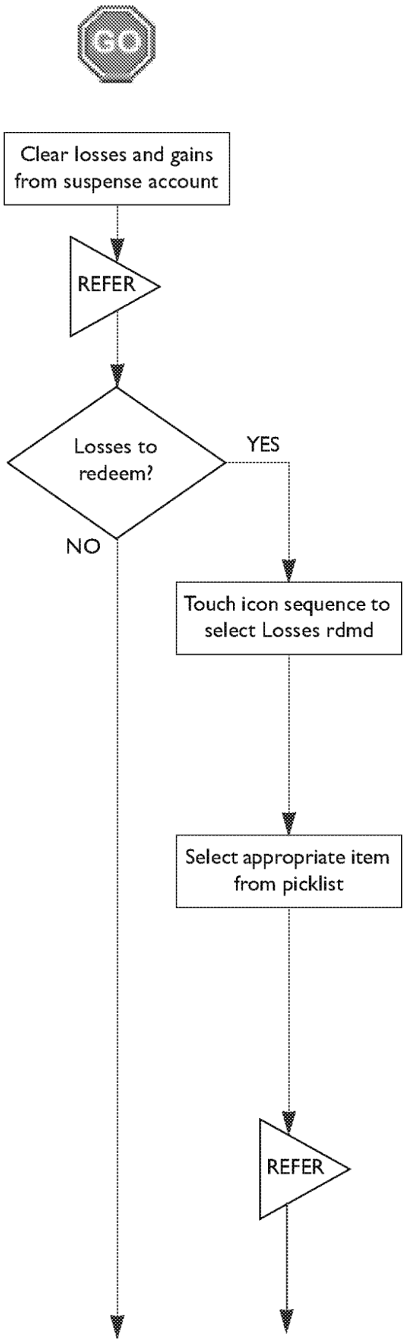
2.2 Redeeming losses and gains

Use this procedure when you need to redeem losses and gains because they are being cleared.

Losses and gains for the whole office may be redeemed on one stock unit.



- Clear any losses and gains from the Unclaimed Payments/Uncharged Receipts tables of the Cash Account as appropriate

  For information on clearing losses and gains
  † See (i) below

- Decide whether you have any losses to redeem from the suspense account

  If you have losses to redeem:

  - Select the losses to redeem option by touching the following icon sequence:
    - Transactions
    - Housekeeping
    - Losses rdmd

  The system will display a picklist containing a list of Loss redeemed products.

  - Select the appropriate line from the picklist

  You must ensure that the product selected corresponds with the product used to post the original loss to the suspense account

  For example: If 'Loss A to Table 2A' is used to post the loss to the suspense account, 'Loss A redeemed' must be used for the redemption.

  For information on picklists, see System Administration; System features; Using picklists.

i. See Counters Operations Manual; Cash Account Balancing and Preparation booklet; Balancing; Balancing procedure

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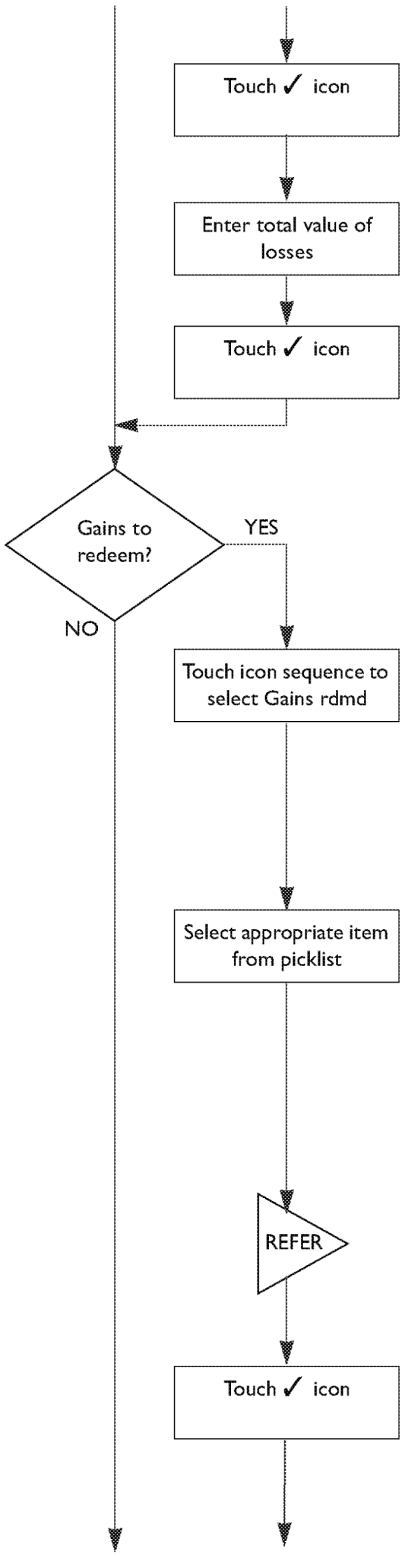
Losses, gains & error notices



- Touch the ✓ icon

The system will display the Amount screen.

- Enter the total value of all the losses that you need to clear from the suspense account

- Touch the ✓ icon

- Decide whether you have any gains to redeem from the suspense account

If you have gains to redeem:

- Select the Gains to redeem option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Gains rdmd

The system will display a picklist containing a list of gain redeemed products.

- Select the appropriate line from the picklist

You must ensure that the product selected corresponds with the product used to post the original gain to the suspense account

For example: If 'Gain A to UR' is used to post the gain to the suspense account, 'Gain A redeemed' must be used for the redemption.

For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

The system will display the Amount screen.

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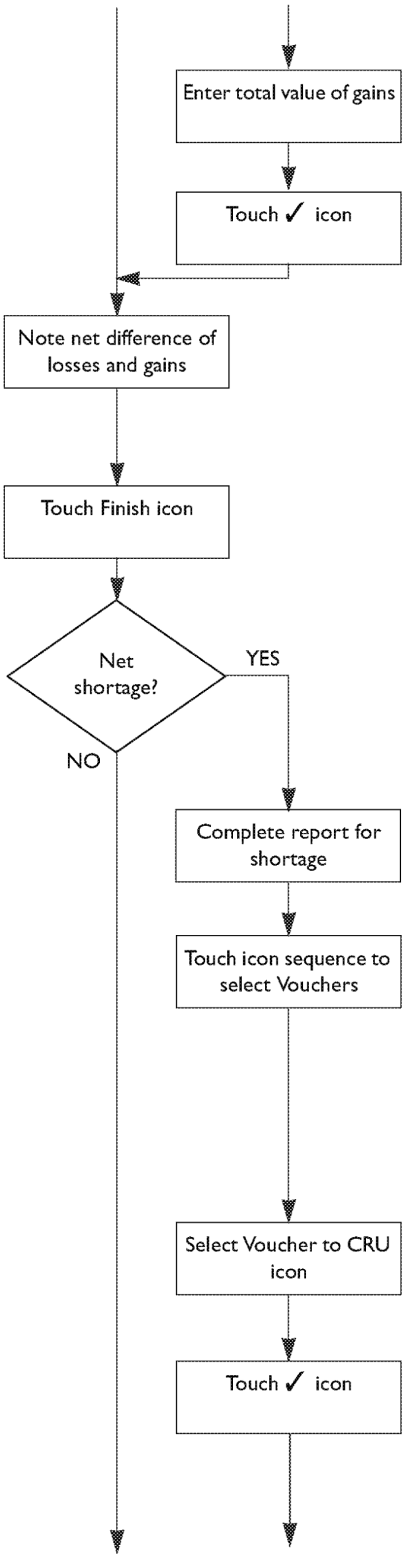
Losses, gains & error notices



- Enter the total value of all the gains that you need to clear from the suspense account
- Touch the ✓ icon

- Record the net difference between any losses and gains by writing it down

- Touch the Finish icon

- Determine whether the difference between the redeemed losses and gains has caused a net shortage to be shown

If you have a net shortage:

- Complete a Report and claim form for counter losses P240 for the amount of the net shortage

- Select the Vouchers option by touching the following icon sequence:
  - Transactions
  - Serve Customer
  - Functions
  - Settlement
  - Vouchers

The system will display a picklist.

- Touch the Voucher to CRU icon

- Touch the ✓ icon

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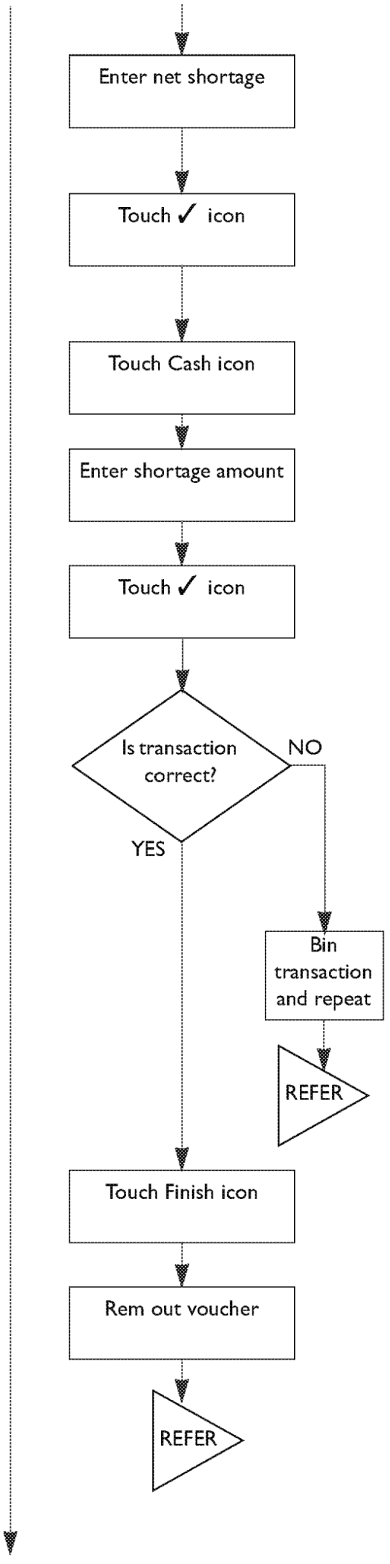
Losses, gains & error notices



- Enter the amount of the net shortage
- Touch the ✓ icon
- Touch the Cash icon
- Enter the amount of the shortage
- Touch the ✓ icon
- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

If the transaction was entered correctly the settlement total (shown in the Finish box) will be zero.

If the transaction is incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon see System Administration; System overview; Main functions of the system and how to move around it.

- Touch the Finish icon
- Remit out the voucher

For information on remitting the voucher, see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances to the Automated Distribution Centre.

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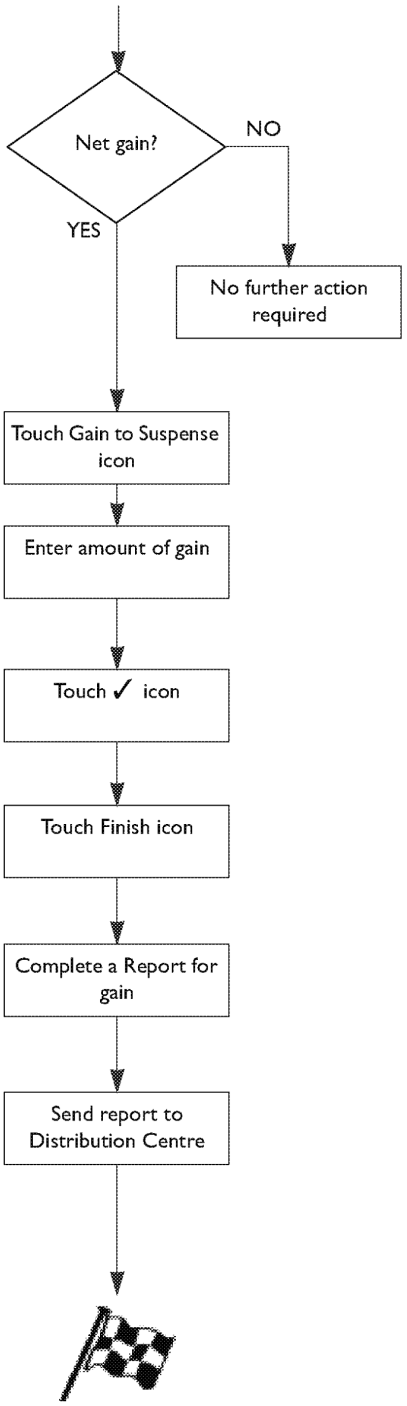
Losses, gains & error notices



- Determine whether the difference between the redeemed losses and gains causes a net gain to be shown

  If you do not have a net gain:

  - Take no further action.

- Touch the Gain to Suspense icon (as the gain may not be cleared immediately)

- Enter the amount of the net gain

- Touch the ✓ icon

- Touch the Finish icon

- Complete a Report and claim form for Counter Losses P240 for the amount of the gain

- Send the Advice of Gain information to your Distribution Centre.

  When your distribution centre receives the report, you will be sent an Advice of Gain voucher.

  Please note: You must wait for the Advice of Gain voucher to arrive from your distribution centre before continuing.

  When you receive the voucher, see paragraph 2.3; page 21.

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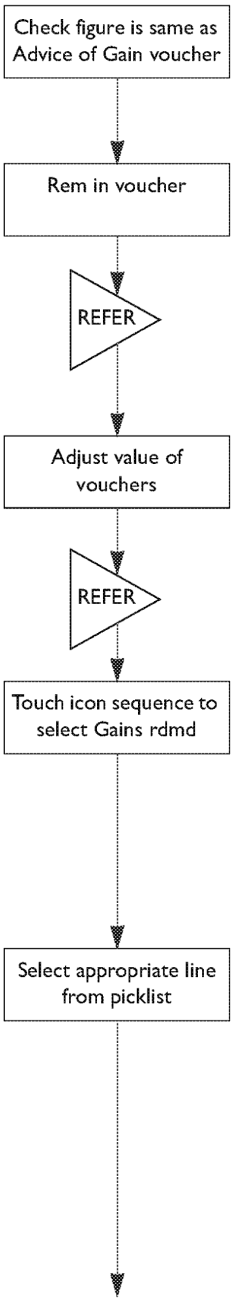
Losses, gains & error notices

2.3 Redeeming gains on receipt of an Advice of Gain voucher

Your distribution centre will send you a remittance In Advice when you notify them of a counter gain on a report and claim form for counter losses P240.



- Check that the Remittance In Advice shows the correct amount of the gain

  If the figure is different, contact your Distribution Centre, who will give you instructions on what action to take.

- Rem in the voucher

  For information on remitting in, see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances to the Automated Distribution Centre.

- Adjust the value of your vouchers by the value of the voucher received

  For information on adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock.

- Select the Gains redeemed option by touching the following icon sequence:

  - Transactions
  - Housekeeping
  - Gains rdmd

  The system will display a picklist containing a list of gain redeemed products.

  - Select the appropriate line from the picklist

  You must ensure that the product selected corresponds with the product used to post the original gain to the suspense account

  For example: If 'Gain A to UR' is used to post the gain to the suspense account, 'Gain A redeemed' must be used for the redemption

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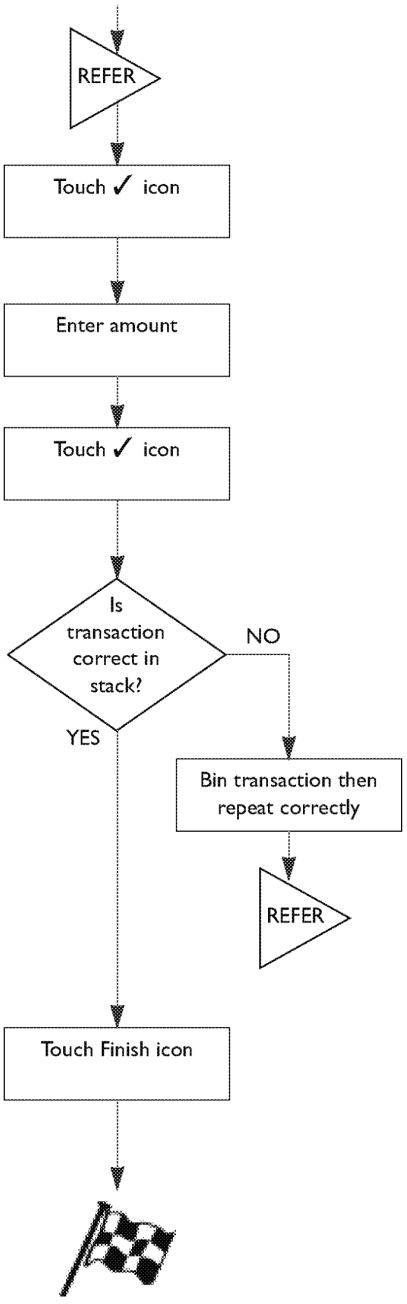
Losses, gains & error notices



For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

  The system will display the Amount screen.

- Enter the amount shown on the Remittance in Advice

- Touch the ✓ icon

- Examine the Transaction Stack to see whether the correct type and amount are displayed

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon, see System Administration booklet; System overview.

- Touch the Finish icon.

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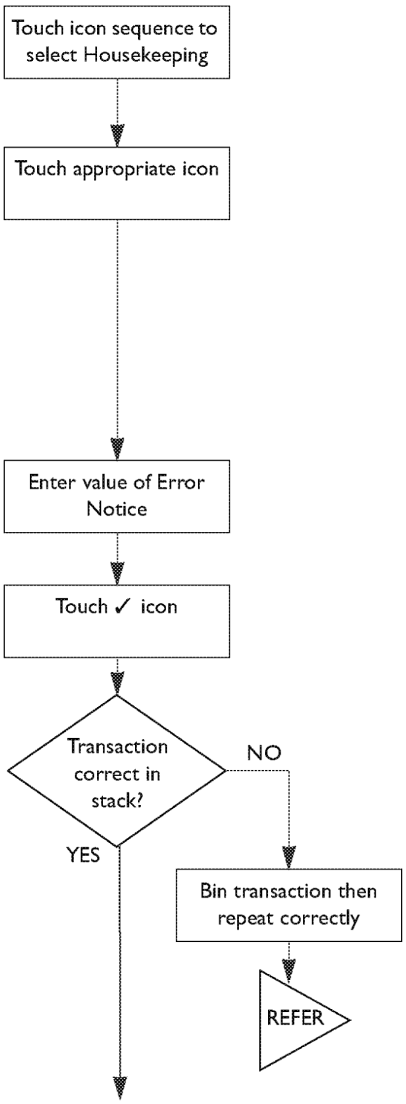
Losses, gains & error notices

3 Entering Error Notices

When you need to enter an Error Notice on the Horizon system:

Please note: All Error Notices received in your office must be entered on the Horizon system. For information on error notices † See (i) below
You must enter the error notice on the system and perform any resulting shortage or surplus redemption procedure within the same session.



- Select the Housekeeping option by touching the following sequence of icons:
  - Transactions
  - Housekeeping
- Touch the appropriate icon for the type of Error Notice details which you need to enter from the following:
  - NS E/N dep
  - NS E/N w/drwl
  - POCL E/N rec
  - POCL E/N pay
  - Giro EN rcpt
  - Giro EN pay
- Enter the value of the Error Notice by using either:
  - the keyboard
  - the on-screen numeric pad
- Touch the ✓ icon
- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

If the transaction in the stack is incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon see System Administration; System overview; Main functions of the system and how to move around it.

i. See Counters Operations Manual; Cash Account Balancing and Preparation booklet; Error Notices

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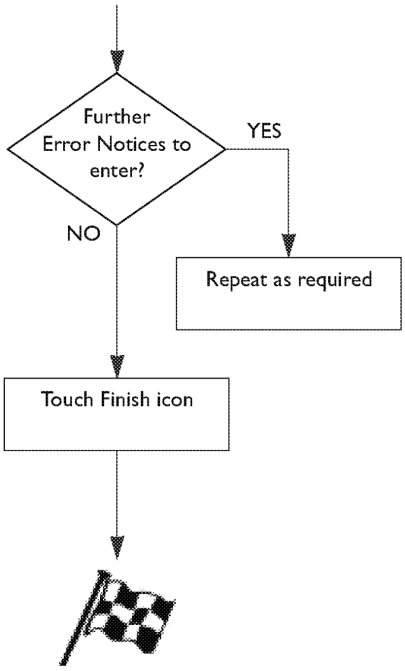

- Decide whether there are further Error Notices to enter

  If there are further Error Notices to enter:

  - Repeat as required for the other types of Error Notices by following the procedure from the flow-chart box 'Touch appropriate icon' on page 23.

- Touch the Finish icon.

  The transaction will automatically be settled to cash and will adjust the Horizon system held cash figure accordingly.
  Any discrepancy generated as a result of an Error Notice will need to be made good or any amount carried forward to the Unclaimed Payments will need to be cleared.

  For information on dealing with losses and gains, see subsection 2; Dealing with a branch office loss or gain or subsection 1; Dealing with losses or gains in offices other than branch offices.

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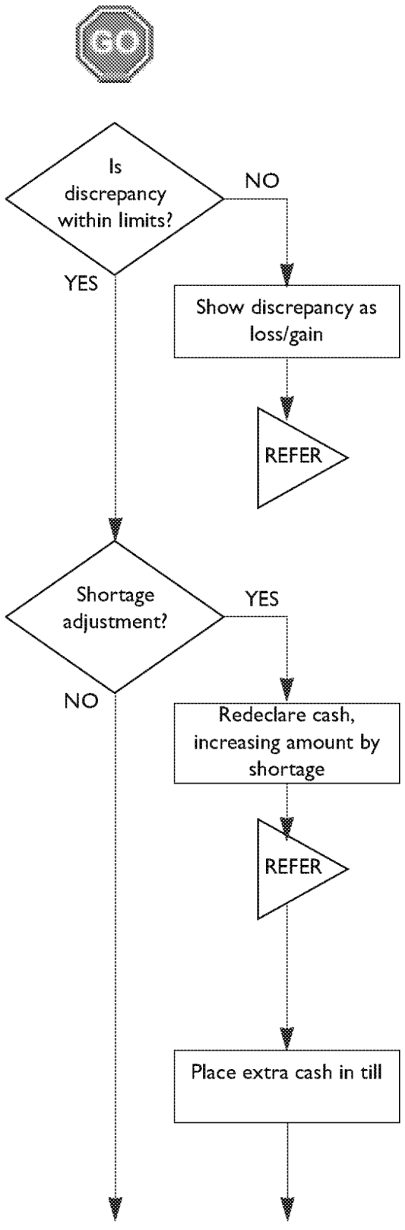
Losses, gains & error notices

4 Making good losses and gains

4.1 Branch offices

Use this procedure if you work in a branch office and you have an adjustment to make to your cash/stock before you produce your stock unit balance.

For further information on dealing with losses and gains and for best practices to be adopted when a loss or gain has been incurred, refer to the Balancing with Horizon Guide; Section 3: Balancing and Suspense Account.



- Check whether the amount you need to adjust is within the limit set by Post Office Counters Ltd.

  If the amount is above the adjustment limit set:

  - Show the discrepancy as a loss or gain as appropriate

  For information on declaring losses or gains, see see subsection 2; Dealing with a branch office loss or gain.

- Decide whether the adjustment you need to make is for a shortage in the account

  If the adjustment is for a shortage:

  - Redeclare your cash, increasing the value by the amount of the shortage

  For information about declaring your cash (individual stock unit), see Balancing; Individual stock unit declarations; Declaring your cash.

  For information about declaring your cash (shared stock unit), see Balancing; Shared stock unit declarations; Declaring your cash.

  - Place cash in your till to cover the amount of the loss.

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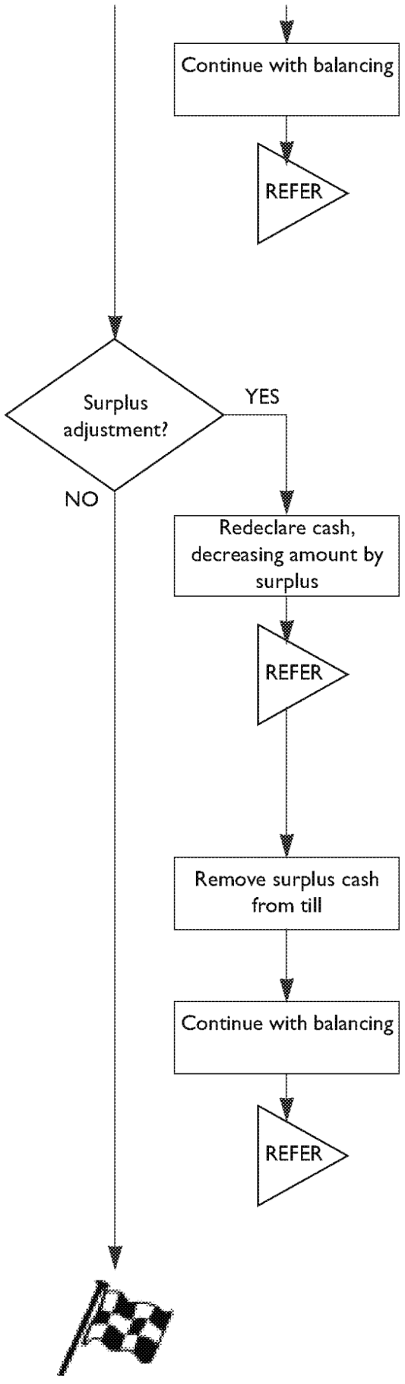
Losses, gains & error notices



- Continue with balancing

For information on balancing a stock unit (individual stock unit), see Balancing; Balancing an individual stock unit; Balancing a stock unit.

For information on balancing a stock unit (shared stock unit), see Balancing; Balancing a shared stock unit; Balancing a stock unit.

- Decide whether the adjustment you need to make is for a surplus in the account

If the adjustment is for a surplus:

- Redeclare your cash, decreasing the value by the amount of the surplus

For information about declaring your cash (individual stock unit), see Balancing; Individual stock unit declarations; Declaring your cash.

For information about declaring your cash (shared stock unit), see Balancing; Shared stock unit declarations; Declaring your cash.

- Remove the amount of surplus cash from your till.

- Continue with balancing

For information on balancing a stock unit (individual stock unit), see Balancing; Balancing an individual stock unit; Balancing a stock unit

For information on balancing a stock unit (shared stock unit), see Balancing; Balancing a shared stock unit; Balancing a stock unit

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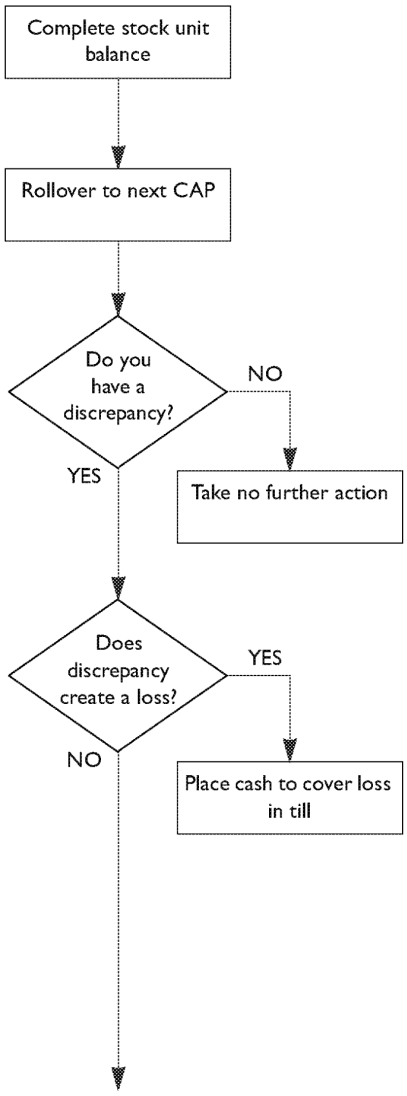
Losses, gains & error notices

4.2 Other offices

If you need to make good a discrepancy:

When authority has not been given to carry the discrepancy, you must carry out this procedure following the stock unit balance and rollover to the next CAP.

You do not have to wait until you produce the Cash Account; it may help to identify the total net discrepancy beforehand. All discrepancies in individual stock units must be made good before producing the Cash Account.



- Complete your stock unit balance

- Rollover to the next CAP

- Check to see whether a discrepancy is shown on the stock unit balance report

  If no discrepancy is shown:

  - Take no further action.

- Decide whether the discrepancy involves showing a loss.

  If the discrepancy gives you a stock unit loss:

  - Place the cash for the amount of the loss in your till.

  Please note: This ends the procedure.

  This will create a gain discrepancy in the next balance which will cancel out the existing loss discrepancy in the stock unit in the next CAP.

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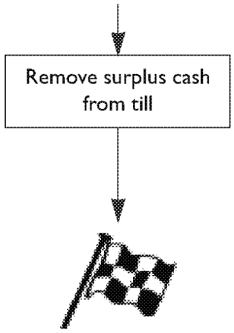

If the discrepancy gives you a stock unit surplus:

- Remove the surplus cash from the stock unit.

This will create a loss discrepancy in the next balance which will cancel out the existing surplus discrepancy in the stock unit in the next CAP.

When adding or removing cash to make good a discrepancy the system will show a compensatory loss or gain for the same amount when a cash declaration is undertaken as part of the balance Process in the following CAP.

For example: A loss of £10.00 is incurred in CAP1, In CAP2 the loss is made good (that is £10.00 placed in the till).

When a delaration of cash is undertaken the system will show a surplus discrepancy of £10.00.

If the discrepancy does not correspond exactly with the previous CAP it will be as a result of work undertaken in the current CAP.

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5 Reversing Electronic Point of Sale transactions

If a transaction has been entered and the customer session completed, you may reverse the transaction using one of the three methods described below.

Each of the methods produces compensating transactions on transaction summaries. The effect of the existing reversal and transfer reversal methods is to bring the value of the relevant transaction to zero.

Reversals cannot be reversed. Should you need to do this, a new compensating transaction must be made to counteract the reversal.

If reversal of a product is not permitted a no entry sign will appear on its icon in the reversals screen.

If a product has been remitted out to the Automated Distribution Centre (ADC) in error, each product in the remittance session must be reversed indiviually and a new remittance out session performed for the products to be sent back to the ADC. Partial reversal of the incorrect items is not permitted in this instance.

For information about reversing Automated Payment Service (APS) transactions, see Transactions - Serve Customer - Part one; Automated Payments; Reversing an Automated Payment.

Please note: Giro deposit and withdrawal reports suppress reversed transactions and show only correction transactions performed to correct incorrect transactions. However, if reversals are carried out to Giro transactions after a report has been produced it will be necessary to produce a manual summary in some cases. For further information see Balancing with Horizon Guide; Section 4: Correcting errors on Horizon and Out Of Hours procedures.

Existing reversals

An existing reversal should be carried out for any EPOSS transaction you need to reverse when the customer session number is available and the reversal is permitted. The customer session number may be obtained from the transaction log, see Reports; Administration reports; Producing a transaction log report.

Please note: If reversal of a product is not permitted a no entry sign will appear on its icon in the reversals screen.

This type of reversal can only be carried out at the stock unit that originally carried out the transaction and this must be completed within the same Cash Account Period (CAP).

When you enter the customer session number, the Horizon system will display the appropriate transaction.

A new reversal can not be carried out for transactions that require the entry of additional information. (for example, Girobank account numbers). In such cases the existing reversal option must be used.

As the transaction log will show both the transaction and the reversal and will record the reversal on the event log, this is the recommended reversal method.

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New reversals

If the customer session number is not easily identifiable and a new reversal is permitted, you may carry out a new reversal.

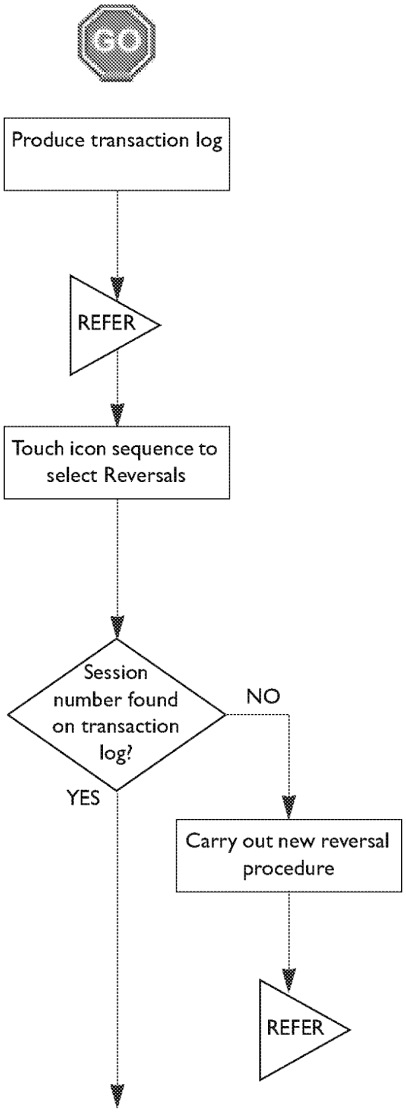
You will need to carry out a new reversal if you find you have entered a transaction incorrectly on the system.

Transfer reversal

Transfer reversals must only be used for reversing transfers out that have not been transferred in to the receiving stock unit.

5.1 Existing reversals

When you need to carry out an existing reversal of an EPOSS transaction:



- Produce a transaction log to identify the session number for the transaction to be reversed

  Please note: Identification of the session number could take some time.

  For information on the Transaction Log, see Reports; Administration reports; Producing a transaction log report.

- Select the Reversals option by touching the following icon sequence:

  - Transactions
  - Reversals

  The Horizon system will display the Reversals menu.

- Decide whether you have been able to find the correct transaction session number on the log

  If you cannot identify the transaction number from the log:

  - Carry out the procedure for a new reversal

  Please note: Only certain transactions can be reversed as new reversals. If the reversal is not permitted, the icon will have a no entry sign on it.

  For information on new reversals, see paragraph 5.2; page 34.

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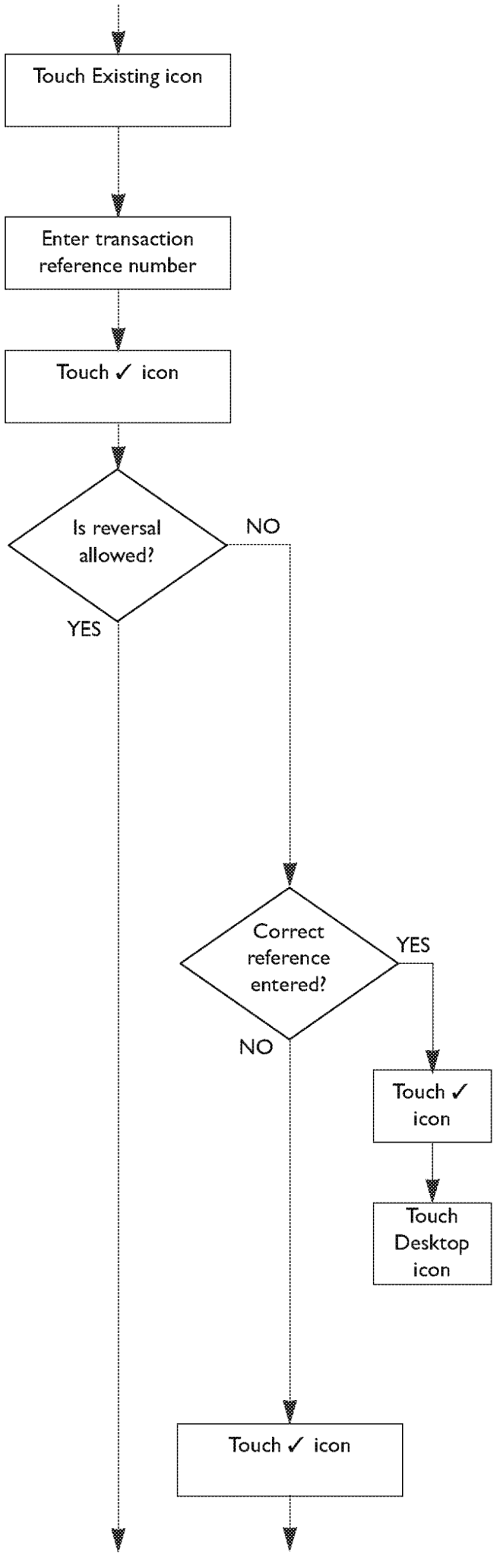
Reversing transactions



- Touch the Existing icon

  The Transaction Reference/Reversal screen will be displayed.

- Enter the transaction reference number of the original transaction

- Touch the ✓ icon

  If the reversal is allowed, it will appear in the Transaction Stack. If the reversal is not allowed, the Horizon system will display a warning message.

- Examine the screen to see whether the reversal is allowed

  A reversal may be prevented for any of the following reasons:

  - a reversal has already been undertaken for this transaction
  - a reversal is not allowed for this particular transaction
  - a reversal is not allowed for this product
  - the transaction was not for this stock unit
  - the transaction was not in the current Cash Account Period

- Check whether you entered the correct transaction reference

If the correct transaction reference was entered:

- Touch the ✓ icon

- Touch the Desktop icon to return to the Desktop.

Please note: If a customer disputes the fact that a refund cannot be provided, refer them to the Post Office customer helpline.

If the wrong transaction reference was entered:

- Touch the ✓ icon

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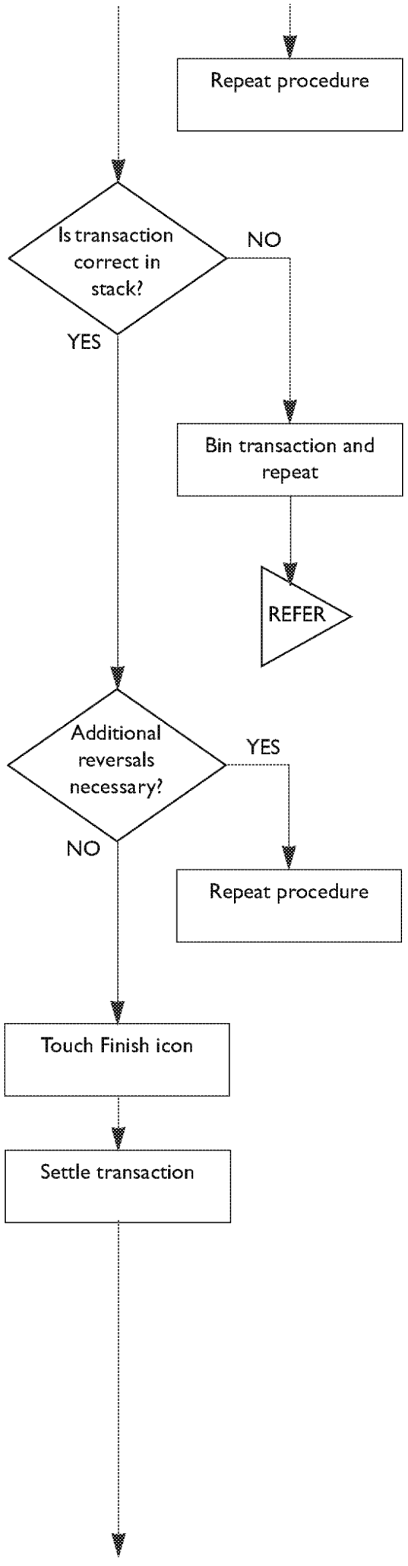
Reversing transactions



- Repeat the procedure from the flow-chart box 'Enter transaction reference number' on page 31.

- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  The quantity and value of the reversal will be displayed in the stack with minus figures adjacent.

  If the transaction is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction.

  For information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment.

- Decide whether you need to carry out any further reversals

  If additional reversals are necessary:

  - Repeat the procedure from the flow-chart box 'Transaction session number identified?' on page 34.

- Touch the Finish icon.

- Settle the transaction.

  A receipt will be printed automatically.

  Please note: To ensure that the correct MOP is adjusted the transaction must be settled against the MOP that was used to settle the original transaction (for example, if cheque was used to settle the original transaction, 'Cheque' must be used to settle the reversal.

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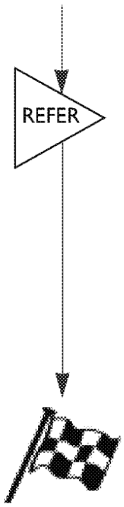
Reversing transactions



For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

If the whole of the transaction is reversed including payment, the Finish icon will be zero.

If the whole of the transaction is not reversed, the Method of Payment (MOP) may need to be adjusted if a cheque was taken but the reversal was settled with cash. For information on adjusting the MOP, see Balancing; Balancing an individual stock unit; Adjusting stock.

No settlement is needed when you reverse non-value transactions (touching Finish will end the reversal session).

A receipt will be printed automatically.

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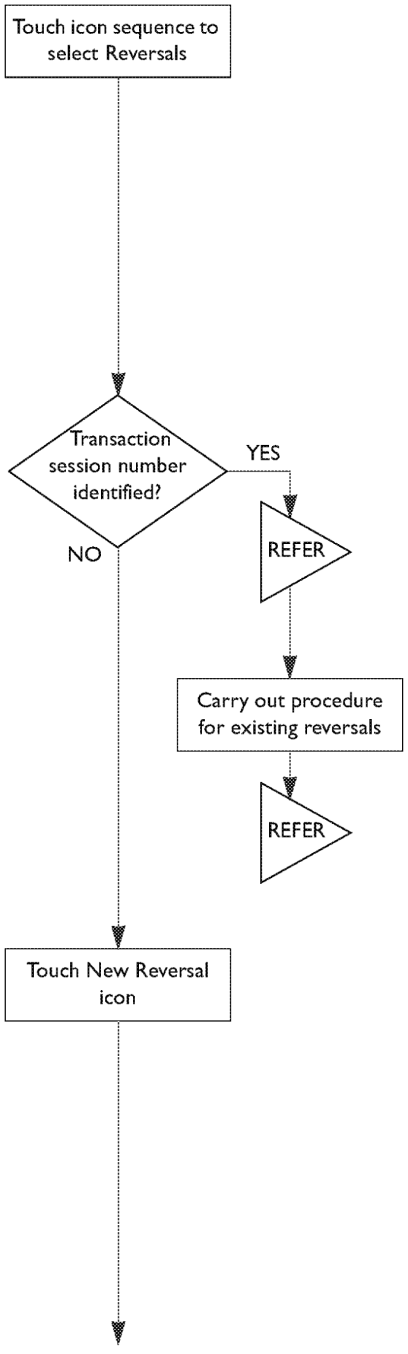
5.2 New reversals

When you need to carry out a new reversal of an EPOSS transaction:



- Select the Reversals option by touching the following icon sequence:
  - Transactions
  - Reversals

  The Reversals menu will be displayed.

  Please note: There are some transactions for which you will not be able to carry out a new reversal (for example: any transaction that requires an account number to be entered).

- Decide whether you can identify the transaction reference number from the Transaction Log.

  For information on producing a transaction log, see Reports; Administration reports; Producing a transaction log report.

  If you can identify the transaction number:

  - Carry out the procedure for an existing reversal.

  For information on carrying out existing reversals, see subsection 5; Reversing Electronic Point of Sale transactions.

- Touch the New Reversal icon

  The New Reversal screen will be displayed.

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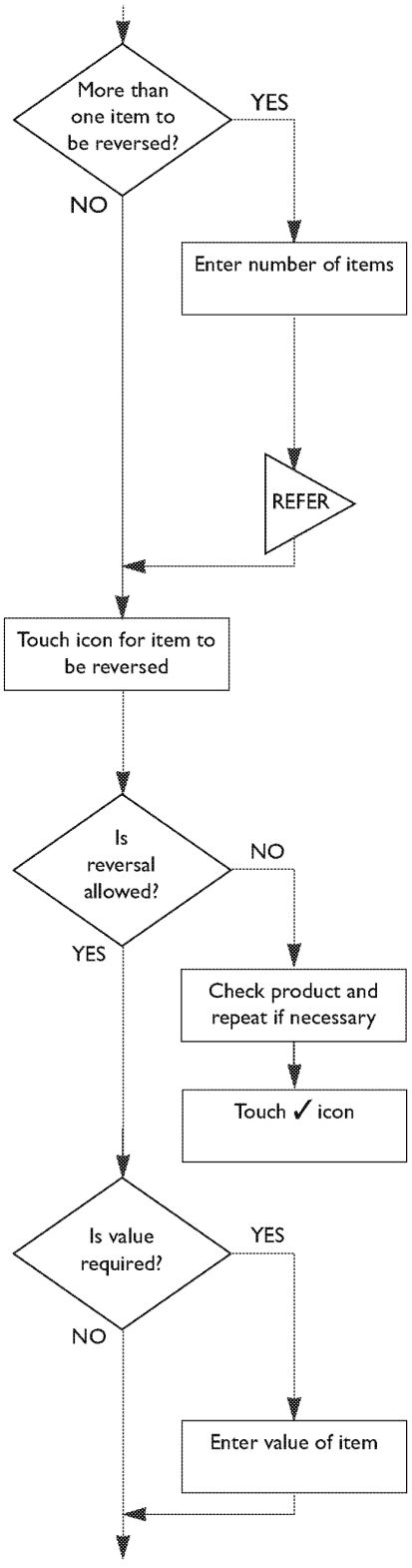
Reversing transactions



- Check whether there is more than one item to be reversed

  If more than one of the same item needs to be reversed:

  - Enter the quantity by using either of the following:
    - the keyboard
    - the Quantity icon

  Please note: Some products may only be entered singly.

  For information on using the Quantity icon, see System Administration; System features; Using the Quantity icon.

- Touch the icon for the item to be reversed in the same way as for a sale

- Examine the screen to see whether the Horizon system has allowed the reversal

  If the system has not allowed the reversal:

  - Check whether a correct product and quantity have been entered (repeat the procedure if necessary)

  - Touch the ✓ icon to return to the new Reversals menu.

- Examine the screen to see whether the value is required

  The value will only need to be entered for an open price product.

  If the value is required:

  - Enter the value of the item.

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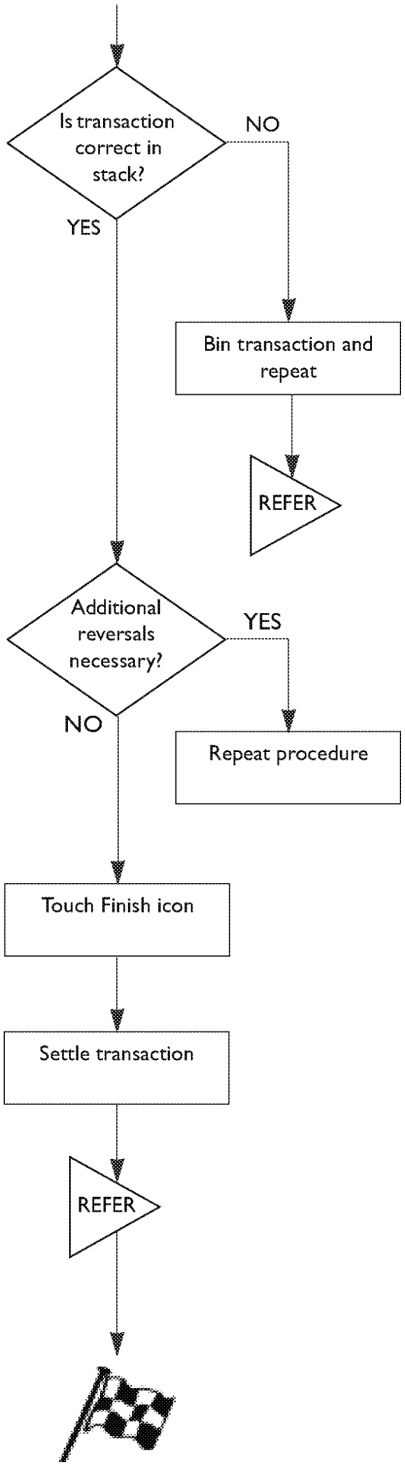
Reversing transactions



- Examine the Transaction Stack to see whether the correct transaction type and amount are displayed

  The transaction(s) will appear in the stack with a minus figure adjacent.

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction.

  For information on using the Bin icon, see Office Administration; Equipment information and maintenance; Counter equipment.

- Decide whether you need to carry out any further reversals

  If additional reversals are necessary:

  - Repeat the procedure from the flow-chart box 'Transaction session number identified?' on page 34.

- Touch the Finish icon

- Settle the transaction.

  For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

  Please note: To ensure that the correct MOP is adjusted, settle the reversal using the same MOP that was used for the original transaction.

  For example: If the original transaction was settled by cheque then cheque should be used to settle the reversal.

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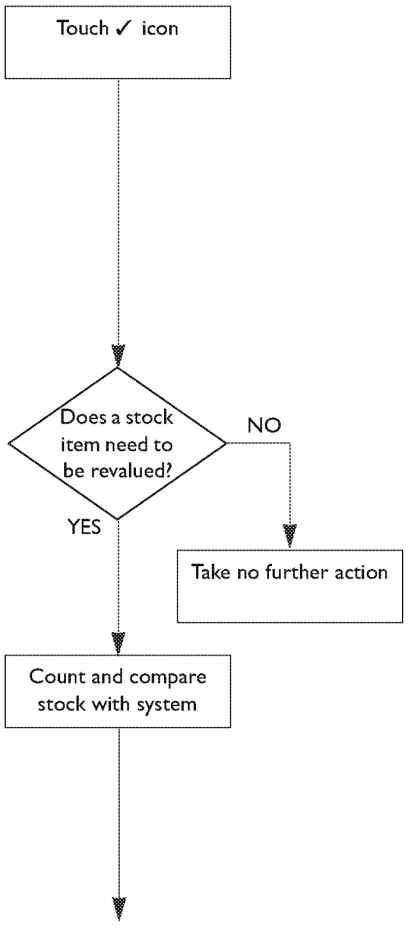
6 Updating reference data (including uprating and downrating stock)

6.1 Dealing with warning messages

Use this procedure when you log on and the Horizon system gives you a warning message, advising you that there will be a change to reference data (for example, a change in the value of first class stamp books due to a tariff increase by Royal Mail).

This message will be displayed on the screen four days before the change takes effect and is repeated at every log on undertaken each day including the day of the change. When you confirm the message, the system will print a report of the products to be revalued.

Any adjustment of stock must be undertaken before the day of the change. Once the change has taken effect, the revaluation will not reflect any subsequent stock adjustment and will revalue based on stock levels at the time the revaluation activates.



- Touch the ✓ icon

  The Horizon system will print a list of all forthcoming changes to reference data within the next four days, listing:

  - the name of the transaction
  - the date of the change
  - the new value of the transaction

  Please note: The data will be changed from 00.01 hours on the day of the change. All subsequent transactions will be carried out using the revised data.

- Decide whether stock items need to be revalued because of a change in reference data

  If no stock items need to be revalued:

  - Take no further action (use the revaluation data for information purposes only).

- Count the physically-held stock so that you can compare the total with that which is shown on the Horizon system

  Please note: It is important that you check the amount of stock physically at close of business the day before the revaluation

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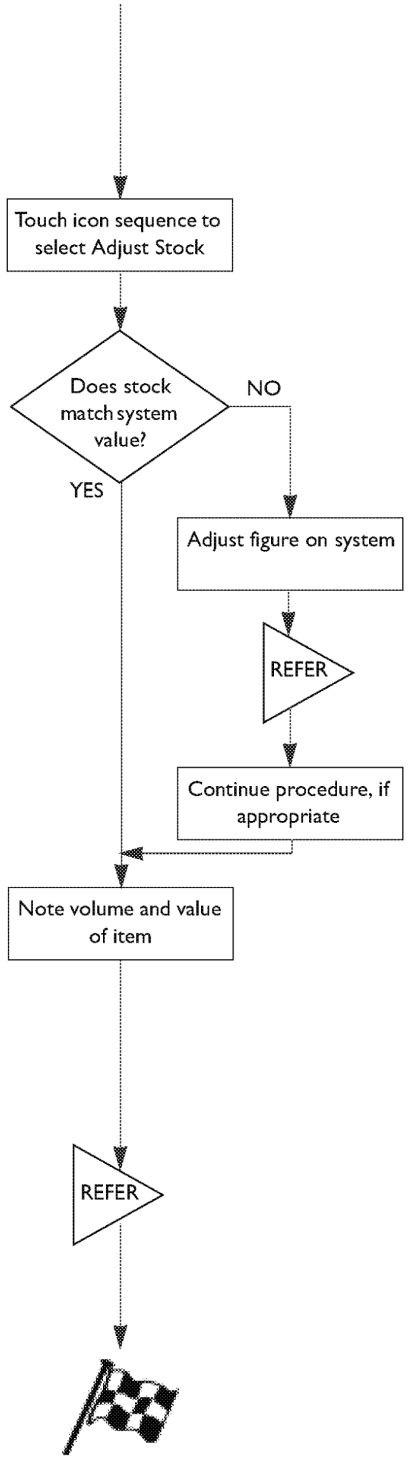

so that, when the reference data is changed a second after midnight on the fourth day, the physically-held stock matches the figure held on the system. You will need to do this for each product that is being revalued on the day.

- Select the Adjust Stock option by touching the following icon sequence:
  - Stock Balancing
  - Adjust Stock
- Check whether the value of stock agrees with the value recorded on the Horizon system

If the value does not agree:

- Adjust the figure on the system to match the actual stock holding

For information on adjusting stock see Balancing; Balancing an individual stock unit; Adjusting stock.

- Repeat the procedure with any other stock as appropriate.

- Make a note of the volume and value of the stock items that will change during revaluation. (You should retain this note until the revaluation takes place.)

Please note: When stock items are sold after a reference data change, the stock that was revalued will be reduced by the new amount.

For information on revaluing stock items as a result of reference changes, see paragraph 6.2; page 39.

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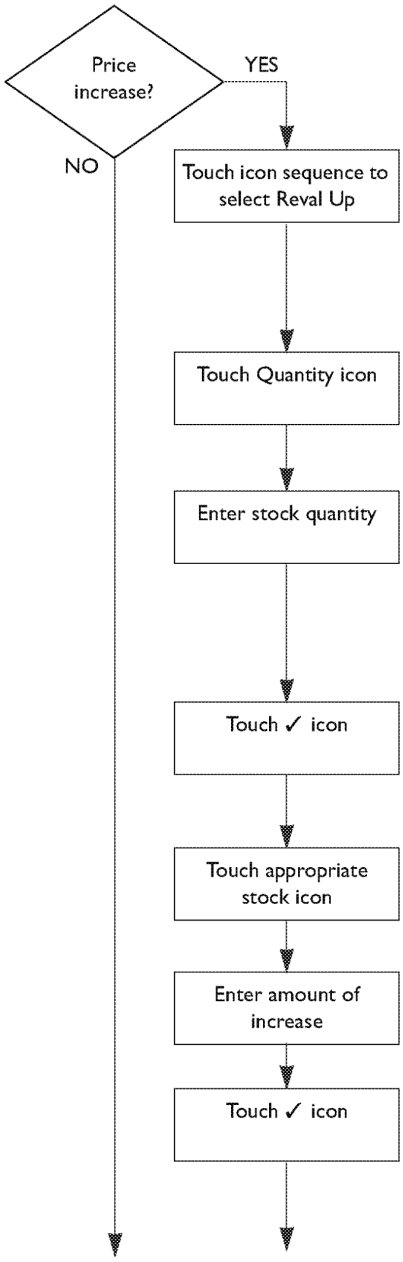
6.2 Revaluing stock items as a result of changes to reference data

Please note: Revaluation must not take place before the day of the change. It can take place at any time before the next stock unit balance following the change. Individual and shared stock units must revalue stock as a whole stock unit.
Revaluations Up and Revaluations Down cannot be performed in the same session.



- Check whether you are increasing the value of stock

If you are increasing the value of stock:

- Select the Reval Up option by touching the following icon sequence:

- Transactions
- Reval Up

The Transactions Reval Up screen will be displayed.

- Touch the Quantity icon at the top of the screen

- Enter the quantity of stock which was noted at the change to reference data for the appropriate product (for example, if you had 1,000 stamps, enter 1,000)

Please note: This must match the system held stock figure.

- Touch the ✓ icon

- Touch the product icon or sequence of icons for the relevant stock item

- Enter the amount of the increase (the difference between the new and old values) per item

- Touch the ✓ icon.

The increase will be displayed in the Transaction Stack.

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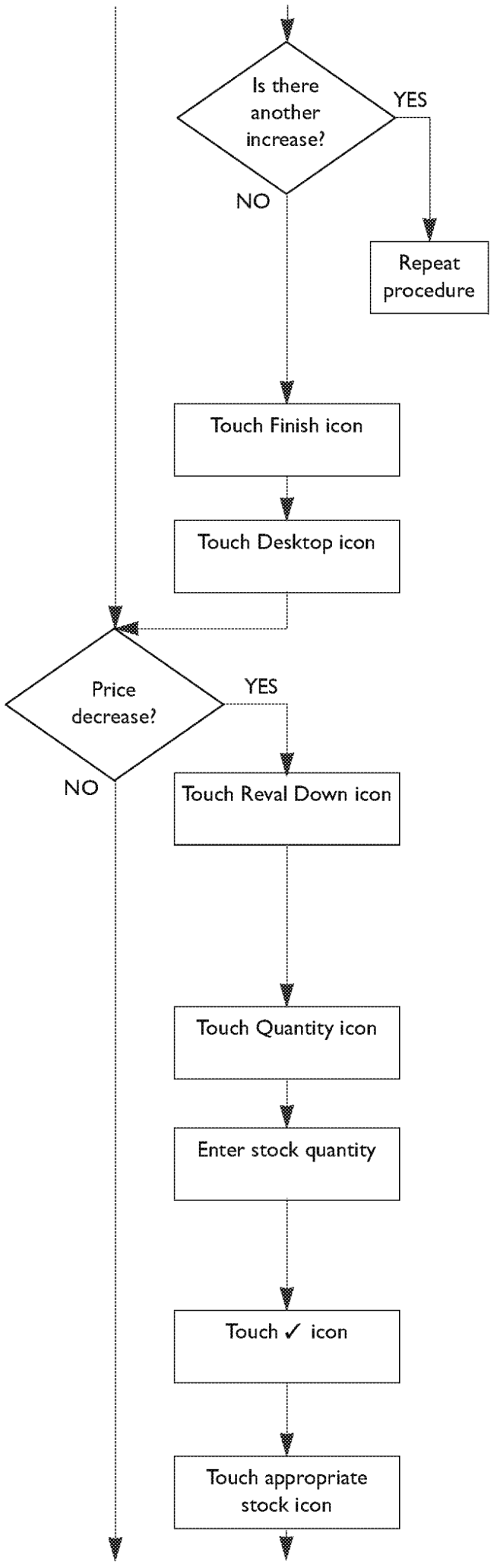

- Check whether you need to increase the value of another item of stock

If you need to increase the value of another item of stock:

- Repeat the procedure from the flow-chart box 'Touch Quantity icon' on page 39.

If you do not need to increase the value of another item of stock:

- Touch the Finish icon

The system will print a receipt of revaluation and will display the Transactions Reval Up screen.

- Touch the Desktop icon to return to the Desktop.

- Check whether you are decreasing the value of stock

If you are decreasing the value of stock:

- Select the Reval Down option by touching the following icon sequence:

- Transactions
- Reval Down

The Transactions Reval Down screen will be displayed.

- Touch the Quantity icon at the top of the screen

- Enter the quantity of stock which was noted at the change to reference data for the appropriate product (for example, if you had 1,000 stamps, enter 1,000)

Please note: This must match the system held stock figure.

- Touch the ✓ icon

- Touch the product icon or sequence of icons for the relevant stock item

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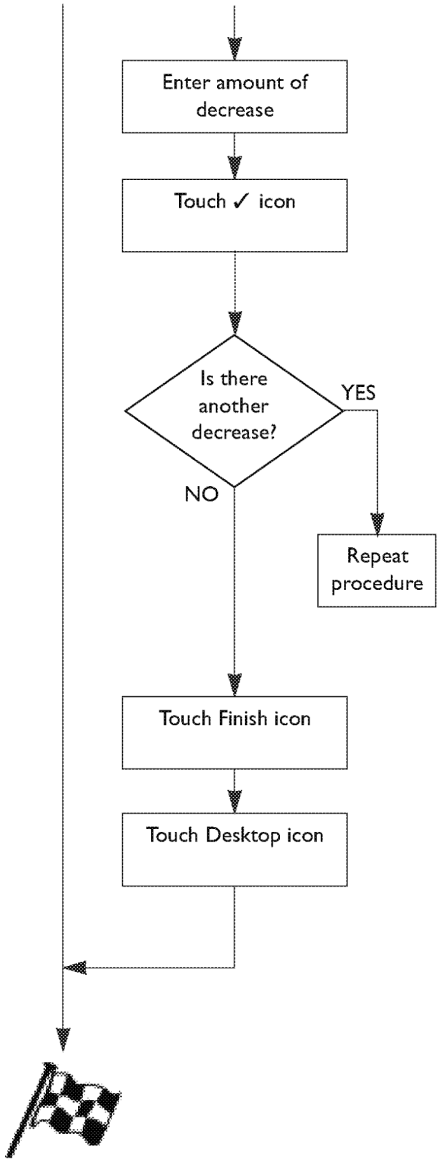
Miscellaneous



- Enter the amount of the decrease (the difference between the old and new values) per item

- Touch the ✓ icon.

The decrease will be displayed in the Transaction Stack.

- Check whether you need to decrease the value of another item of stock

If you need to decrease the value of another item of stock:

- Repeat the procedure from the flow-chart box 'Touch Quantity icon' on page 40.

If you do not need to decrease the value of another item of stock:

- Touch the Finish icon

The system will print a receipt of revaluation and will display the Transactions Reval Down screen.

- Touch the Desktop icon to return to the Desktop.

The system makes a check during the balancing process based on the volume held at the time of revaluation mutliplied by the price change, giving an expected revaluation amount. If, when you are balancing, the revaluation of the product is not the same as the expected value, a revaluation error warning message is displayed.

If a revaluation has been carried out incorrectly it will need to be reversed and re-entered correctly before a balance can be completed. For information on performing reversals, see paragraph 5.1; page 30

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7 Recording parcel traffic from DPI Schedules

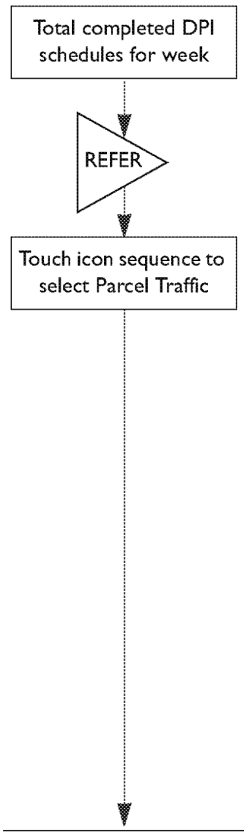
At the end of the Cash Account Week, use the totals of Discrete Parcel Income Schedules (forms P4320 for Inland parcels, forms P4321 for International parcels) to enter parcel traffic figures onto the Horizon system.

In order to appear on the correct weekly Cash Account, enter figures for parcel traffic just before carrying out a stock unit balance. The totals may either be entered on an allocated stock unit or entered separately by individual users. Data will automatically be added to previous entries for the Cash Account Period.

Please note: The transaction totals for each parcel type must be entered separately, for example the total figures for inland stamped parcels (if any) must be entered first, followed by the total figures for inland metered parcels, and so on.

You will need to repeat the whole procedure for each parcel type.

Failure to enter the total figure for each type of parcel separately will cause errors in your cash account.



- Total the weekly volume and value figures on all the completed pages of the DPI Schedules

  For information on Discrete Parcel Income accounting† See (i) below

- Select the Parcel Traffic option by touching the following icon sequence:

  - Transactions
  - Parcel Traffic

  The parcel traffic screen will be displayed with the following icons

  - InlPclstPd
  - InlPclMtr
  - ItlPclstPd
  - ItlPclMtr

i. See Counters Operations Manual; Parcelforce Worldwide Standard and Economy Services; Accounting

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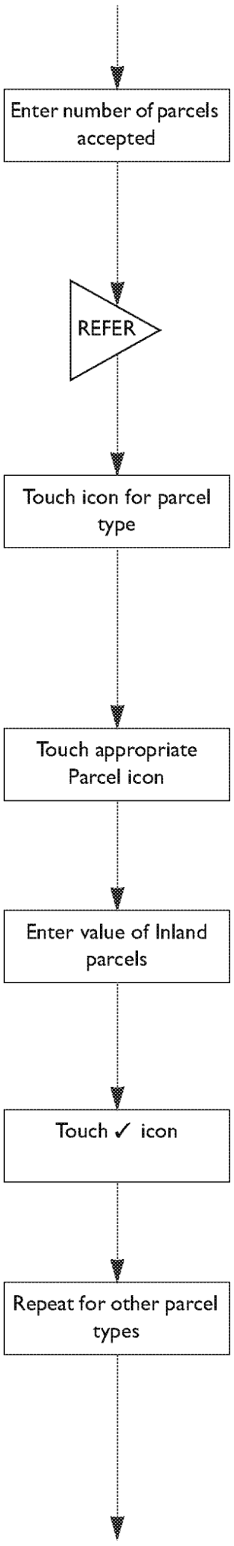
Miscellaneous



For the type of parcel you have decided to enter details of:

- Enter the **total number** of parcels accepted during the week (the default number is 1) by using either of the following:

  - the keyboard (and typing in the number)
  - the Quantity icon

  For information on using the Quantity icon see System Administration; System features; Using the Quantity icon.

- Touch the icon for the appropriate parcel type

  Please note: Nil values and volumes **must not** be entered as these will automatically appear on the table as zeros.
  A warning message during the Cash Account process will advise that no values and volumes have been entered.

- Touch the appropriate parcel type icon

  The Amount screen will be displayed.

- Enter the **total value** of parcel transactions accepted at the counter during the week by using either:

  - the keyboard
  - the on-screen number pad

- Touch the ✓ icon

  The volume and value of the parcels will be displayed in the Transaction Stack.

- Repeat the procedure as required for the other parcel types as required from flow chart box 'Enter number of parcels accepted' on page 43

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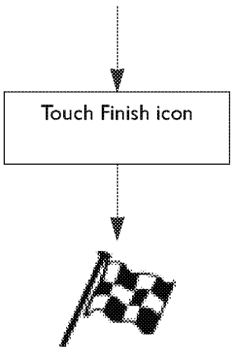
Miscellaneous



When you have entered details of all parcel types:

- Touch the Finish icon.

Please note: The items shown in the stack do not need to be settled. Printed details of parcel traffic are not available on a report, only on the Cash Account. A printout of the parcel traffic figures that have been entered may be obtained by printing a receipt. For information on printing a receipt, see Transactions - Serve Customer - Part three; Miscellaneous; Printing a receipt.

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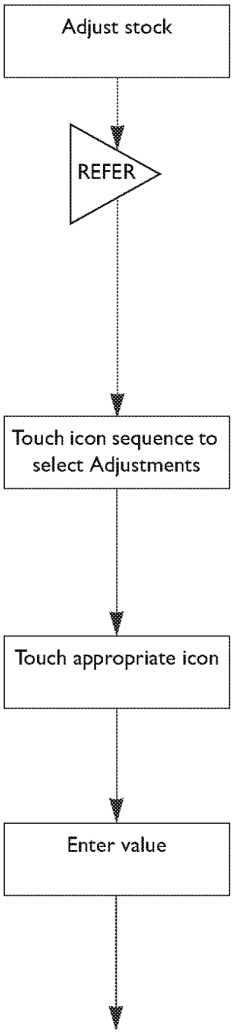
8 RD cheques, Vouchers and POCL cheques

8.1 Entering RD cheques, Vouchers and POCL cheques to the suspense account

Use this procedure when you need to enter unpaid RD cheques, Vouchers or POCL cheques to the suspense account.

The Horizon system will not allow a balance to take place on a stock unit that is holding RD cheques, Vouchers or POCL cheques (that is, the value held must be zero). Therefore these must be moved to the suspense account (Unclaimed payments) before you can balance. For information on receiving the RD cheque and entering it into the Horizon system, see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances.



- Reduce the amount of your Unpaid/RD cheques, Vouchers or POCL cheques by the amount posted to the suspense account (Unclaimed Payments) in the Adjust Stock screen.

  For information on adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock.

  To remove the RD cheque from the suspense account when the cheque is replaced or made good see subsection 8; RD cheques, Vouchers and POCL cheques.

  To remove Vouchers or POCL cheques from the suspense account, see paragraph 8.3; page 51.

- Select the Adjustments option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Adjustments

- Touch the appropriate icon for the item you need to enter to the suspense account, which should be one of the following:
  - Unpaid cheques to u/p
  - Voucher to u/p
  - POCL chq to u/p

- Enter the value of the RD cheque, Voucher or POCL cheque

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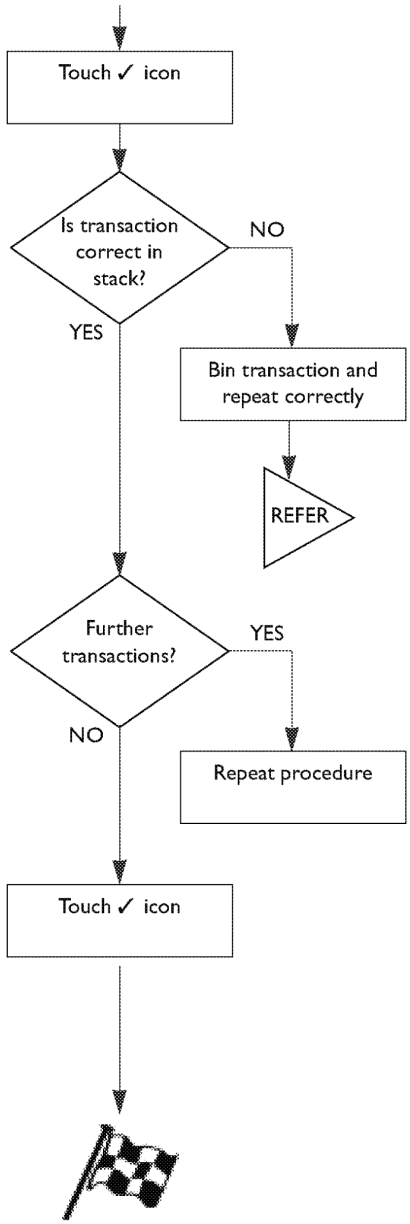
Miscellaneous



- Touch the ✓ icon

- Examine the Transaction Stack to see whether the correct transaction type and amount is displayed in the transaction stack

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

  For information on using the Bin icon, see System Administration; System overview; Main functions of the system and how to move around it.

- Check whether there are any further transactions

  If there are:

  - Repeat the procedure

- Touch the ✓ icon

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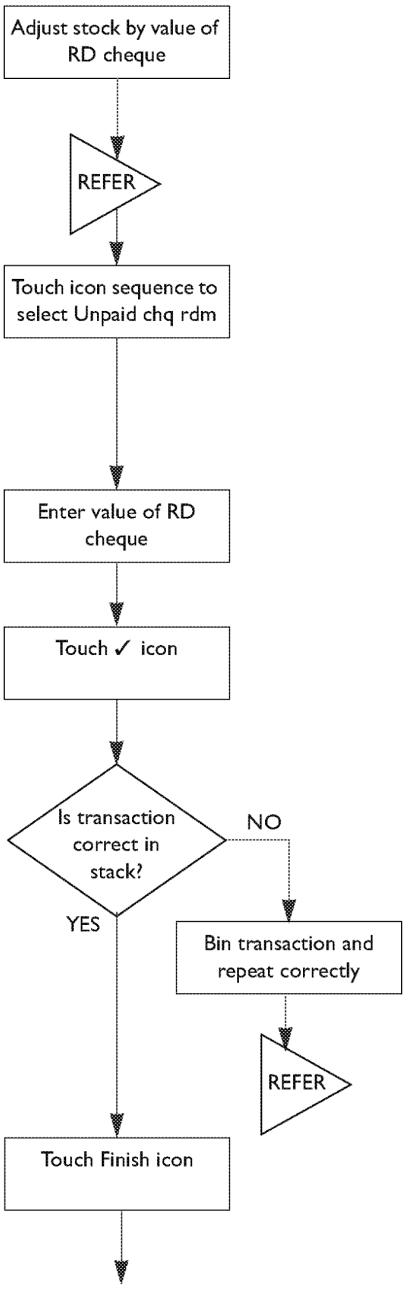
Miscellaneous

8.2 Reclaiming RD cheques from the suspense account

Use this procedure when you need to redeem or clear an Unpaid/RD cheque.

This activity should take place after you have produced a stock unit balance and rolled over to the next CAP.



- Increase the amount of your Unpaid/RD Cheques by the amount redeemed from the suspense account (Unclaimed Payments) using the Adjust Stock screen.

  For information on adjusting stock see Balancing; Balancing an individual stock unit; Adjusting stock.

- Select the Unpaid chq rdm option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Adjustments
  - Unpaid chq rdm
- Enter the value of the redeemed RD cheque

- Touch the ✓ icon

- Examine the Transaction Stack to see whether the correct transaction type and amount is displayed

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

  For information on using the Bin icon, see System Administration; System overview; Main functions of the system and how to move around it.

- Touch the Finish icon

  The RD cheque will now form part of the stock in your stock unit.

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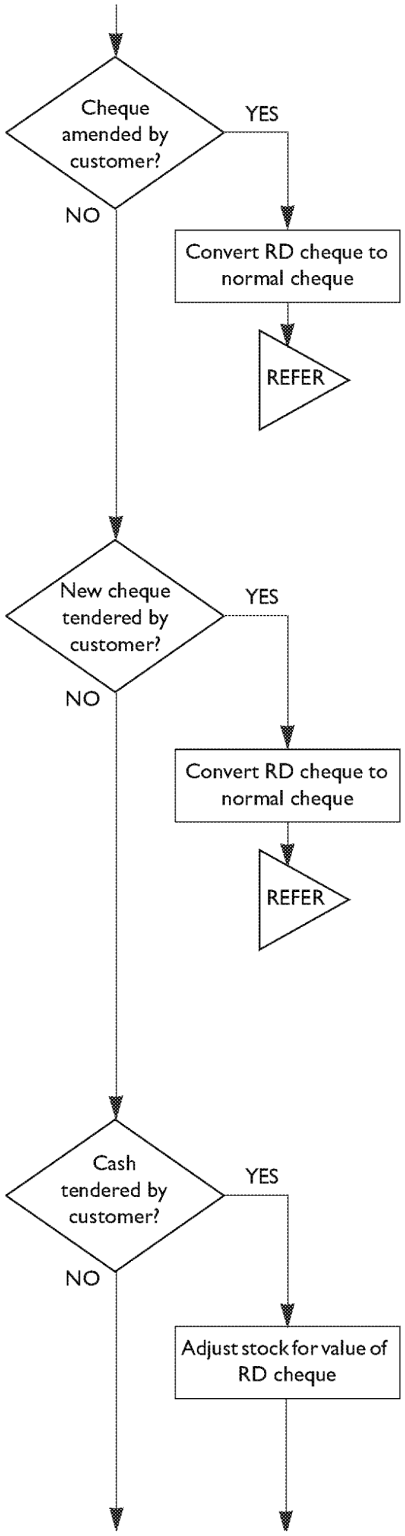

- Determine whether the cheque has been amended by the customer

  If the customer has amended the cheque:

  - Convert the RD cheque to a normal cheque by adjusting your stock (increasing your cheques and reducing your RD cheques).

  For information on adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock.

  You may now treat the amended cheque as a normal bank cheque.

  For information on processing cheques see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances.

- Determine whether a new cheque has been tendered to replace the RD cheque

  If the customer has provided a new cheque to replace the RD cheque:

  - Convert the RD cheque to a normal cheque by adjusting your stock (increasing your cheques and reducing your RD cheques).

  For information on adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock.

  You may now treat the replacement cheque as a normal bank cheque.

  For information on processing cheques see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances.

- Determine whether the customer has tendered cash to replace the RD cheque

  If the customer has provided cash to replace the RD cheque:

  - Reduce the value of the RD cheque on the Horizon system by adjusting your stock for the same value.

  Please note: By decreasing the unpaid (RD) cheque figure, the cash figure will automatically increase.

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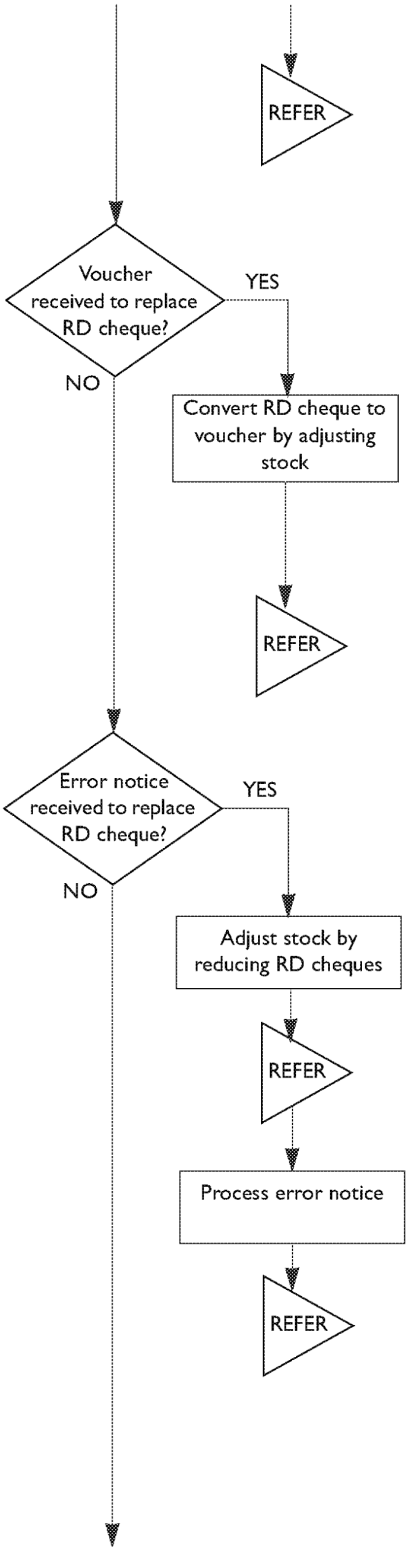
Miscellaneous



For information on adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock.

- Determine whether you have received a voucher from your Retail Network Manager (RNM) or from another source to replace the RD cheque

If you have received a voucher from your RNM or another source:

- Convert the RD cheque to a voucher by adjusting your stock (decreasing the value of the RD cheque and increasing the value of the vouchers).

Please note: Treat and remit the voucher as normal.

For information on adjusting stock see Balancing; Balancing an individual stock unit; Adjusting stock and for information on processing vouchers, see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances.

- Determine whether you have received an error notice to compensate for the RD cheque

If you have received an error notice:

- Adjust your stock by decreasing the value of your unpaid (RD) cheque by the value of this cheque.

For information on adjusting stock see Balancing; Balancing an individual stock unit; Adjusting stock

- Process the error notice.

For information on processing error notices, see Transactions - Serve Customer - Part three; Miscellaneous; Cashing Other Banks' Cheques.

Please note: Both transactions must be settled to cash to balance the receipts and payments.

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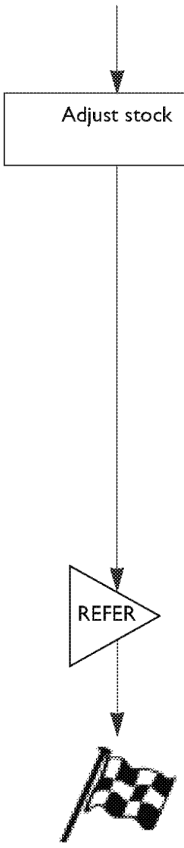
Miscellaneous



The two transactions must not be carried out in the same transaction session.

- Adjust your stock by decreasing the total value of the unpaid (RD) cheques by the value of this cheque. This will change the unpaid (RD) cheque to cash.

  Please note: You may be required to make the cash correct or show a discrepancy if you have not received a payment of some type to make good the RD cheque. For information on dealing with any discrepancy generated as a result of an unresolved (RD) cheque, see subsection 2; Dealing with a branch office loss or gain (for branch offices) and see subsection 1; Dealing with losses or gains in offices other than branch offices (for all other offices).

  For information on adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock.

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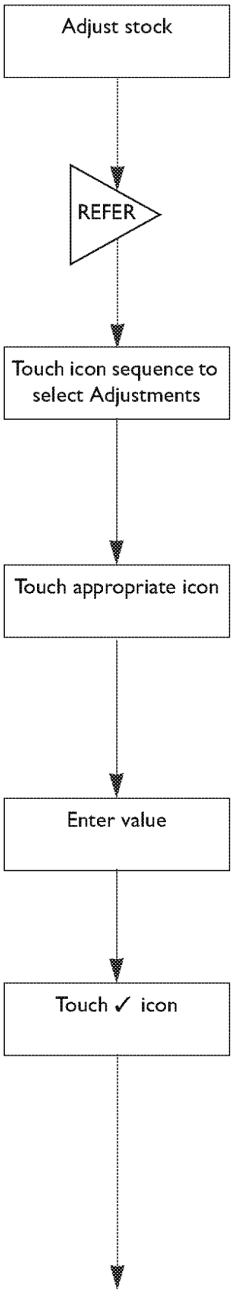
Miscellaneous

8.3 Reclaiming vouchers and POCL cheques from the suspense account

Use this procedure when you need to remove vouchers or POCL cheques from the suspense account.

You should do this after you have completed your stock unit balance and rolled into the next CAP.



- Increase the amount of your Vouchers or POCL cheques by the amount redeemed from the suspense account using the Adjust Stock screen

  For information on adjusting stock, see Balancing; Balancing an individual stock unit; Adjusting stock.

- Select the Adjustments option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Adjustments

- Touch the appropriate icon for the item you need to remove from the suspense account, which should be one of the following:
  - Rdm voucher
  - POCL chq up out

- Enter the value of the Voucher or POCL cheque

- Touch the ✓ icon

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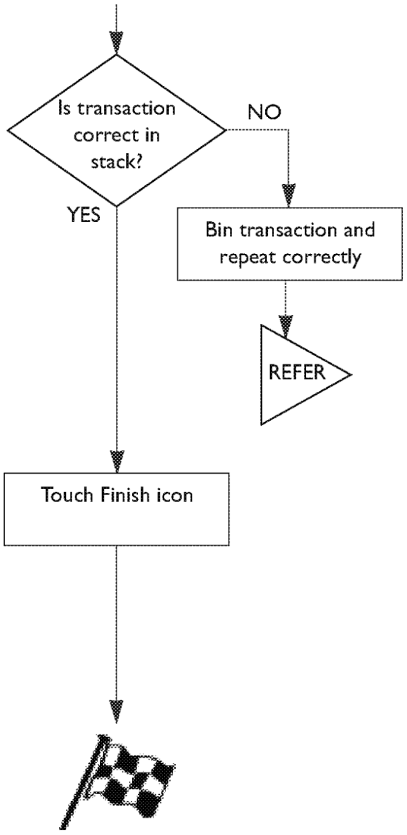

- Examine the Transaction Stack to see whether the correct transaction type and amount is displayed in the transaction stack

  If the transaction in the stack is incorrect:

  - Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

  For information on using the Bin icon, see System Administration; System overview; Main functions of the system and how to move around it.

- Touch the Finish icon

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9 Figures for traffic not appearing on the Cash Account

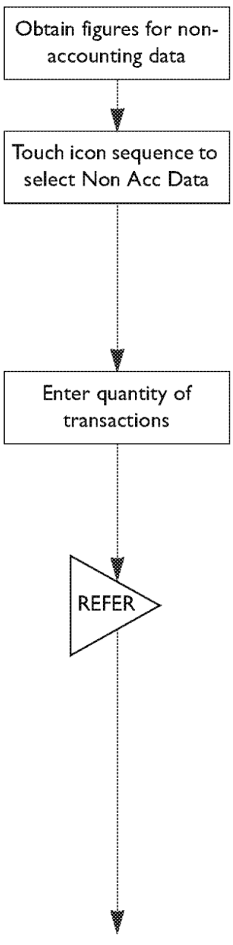
Use this procedure at the end of the accounting week, when you need to record the weekly totals of non-accounting data, i.e. transactions which have totals not appearing on the Cash Account such as Enhanced Compensation parcels, Recorded items or Datapost items.

The information recorded in this report is used for measuring traffic volumes for The Post Office and its clients.

Figures for non-accounting data must be entered before you carry out a stock unit balance so that they appear on the appropriate weekly Cash Account.

A warning message will be displayed when producing a Cash Account to show that non-accounting data has not been entered.

Totals may either be entered on any allocated stock unit, or separately by individual users. Data will automatically be added to previous entries for the Cash Account Period.



- Obtain the figures for non-accounting data from the appropriate summary form

- Select the Non Acc Data option by touching the following icon sequence:
  - Transactions
  - Non Acc Data

  Please note: You must record each type of transaction in turn.

- Enter the number of transactions you want to record (the defult number is 1) for a particular type of non-accounting data by using either of the following:
  - the keyboard (and typing in the number)
  - the Quantity icon

  For information on using the Quantity icon see System Administration; System features; Using the Quantity icon.

  Please note: Nil values and volumes must not be entered as these will automatically be recorded on the table as zeros. If an item is selected in error use the Bin icon to remove the item from the stack. For information on using the Bin icon,

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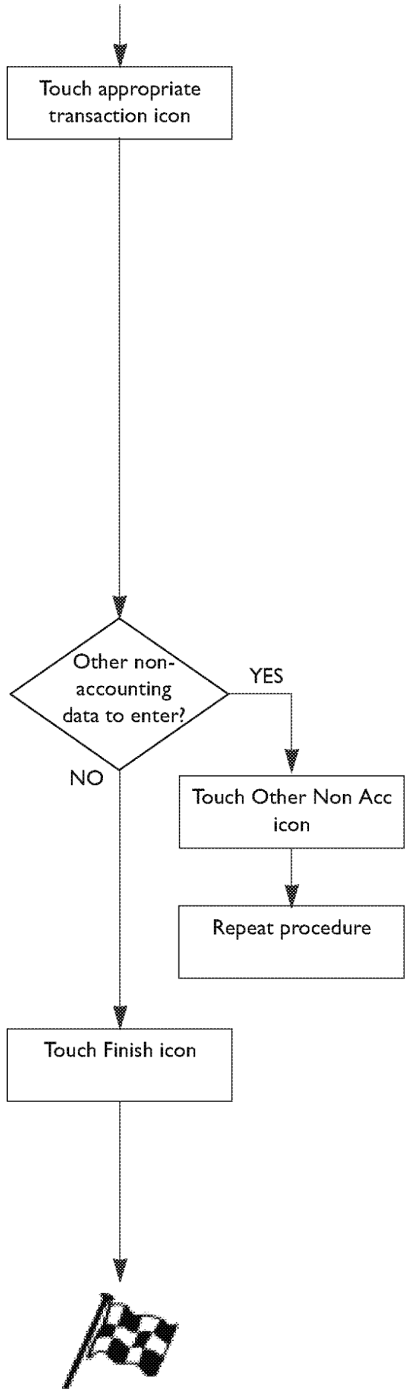

see System Administration; System overview; Main functions of the system and how to move around it.

- Touch the icon corresponding to the type of transaction you want to record, as follows:
  - InLPclCtr
  - ItLPclCtr
  - Special Delivery
  - Int registered
  - Int record
  - Int reg+s/air
  - Int rec+s/air
  - Swiftair
  - Express courier
  - D/post 10 /12
  - D/post 24/48
  - Datapost Intl

  An icon will be displayed in the Transaction Stack, showing the quantity and type of transaction recorded.

- Check whether you have other non-accounting data which you need to enter

  If there is other non-accounting data to enter:

  - Touch the Other Non Acc icon

  - Repeat the procedure from the flow-chart box 'Enter quantity of transactions' on page 53 to record the traffic figures for each type of non-accounting transaction.

- Touch the Finish icon when you have recorded all non-accounting data.

  The figures will appear on the Cash Account in Table 10 (g).

  A printout of the non-accounting data that has just been entered may be obtained by printing a receipt.

  For information on printing a receipt see Transactions - Serve Customer - Part three; Miscellaneous; Printing a receipt.

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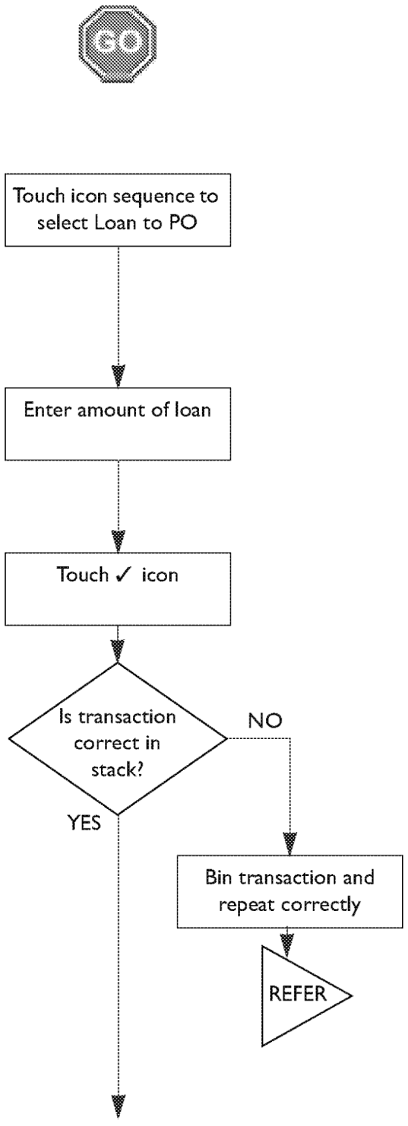
10 Providing and reclaiming a temporary loan to the Post Office

When you need to use non-Post Office funds to support Post Office business: (e.g. if your office has run out of cash and you need to borrow from the private side of your business):

10.1 Providing a loan

Please note: Any loan supplied to support Post Office funds must be reclaimed before completion of the following week's Cash Account.

For example: A loan provided in Cash Account week 23 must be reclaimed before completion of Cash Account week 24. Loans and reclaims are cash transactions.



- Select the Loan to PO option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Adjustments
  - Loan to PO
- Enter the amount that you are loaning to the Post Office using either:
  - the keyboard
  - the on-screen numeric pad
- Touch the ✓ icon to enter the amount in the Transaction Stack (if you enter the amount incorrectly, touch the ✗ to delete and re-enter the correct amount)
- Examine the Transaction Stack to see whether the correct transaction type and amount is displayed in the transaction stack

If the transaction in the stack is incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon see System Administration; System overview; Main functions of the system and how to move around it

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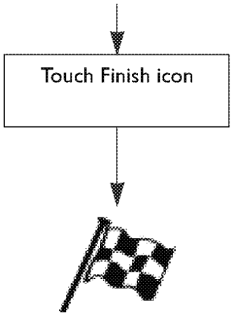
Miscellaneous



- Touch the Finish icon.

  The transaction will be settled to cash.

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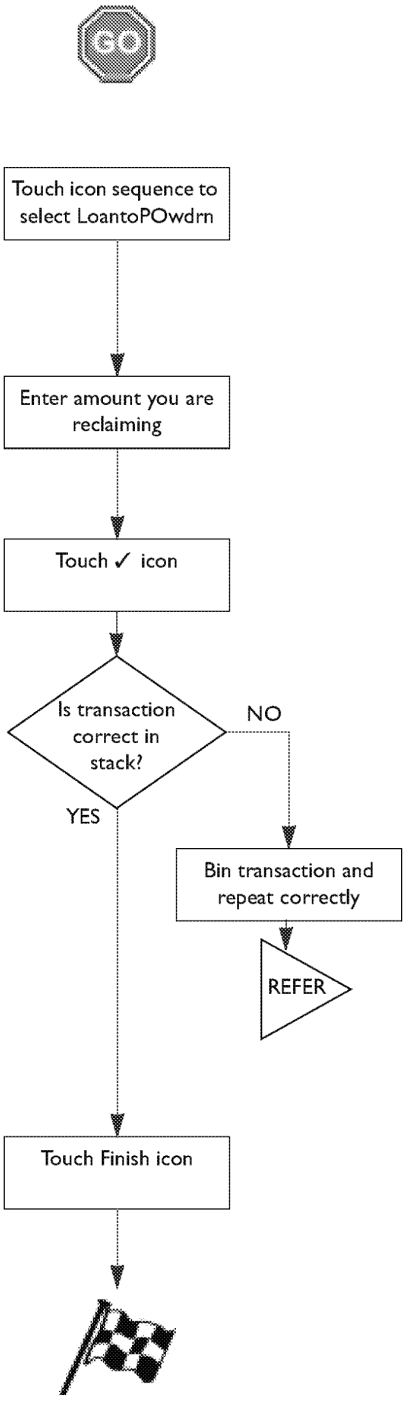
10.2 Reclaiming a loan



Please note: You may only reclaim a loan if a loan has already been made.The amount you reclaim must be the same as the amount you loaned. A further loan will need to be made if insufficient funds are available for you to reclaim.

- Select the LoantoPOwdrn option by touching the following icon sequence:
  - Transactions
  - Housekeeping
  - Adjustments
  - LoantoPOwdrn
- Enter the amount that you are reclaiming from the Post Office on the numeric pad
  - the keyboard
  - the on-screen numeric pad
- Touch the ✓ icon to enter the amount in the Transaction Stack (if you enter the amount incorrectly, touch the ✗ to delete and re-enter the correct amount)
- Examine the Transaction Stack to see whether the correct transaction type and amount is displayed in the transaction stack

If the transaction in the stack is incorrect:

- Use the Bin icon to delete the incorrect transaction, then repeat the transaction correctly.

For information on using the Bin icon see System Administration; System overview; Main functions of the system and how to move around it.

- Touch the Finish icon.

The transaction will be settled to cash.

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Introduction

This booklet contains information about reports that are available from the Horizon system and how to obtain them. For some reports you will be asked to specify criteria on which the report will be based. For example, you may wish to obtain a report for a particular user or stock unit, or for a particular day or period of time.

If, when you are printing or viewing reports, you find that you have made a mistake in a transaction you may need to carry out a reversal. For information about reversals see Transactions - Serve Customer - Part one; Automated Payments.

Previewing, printing and completing reports

Once the system has processed the data, you will have the option of either previewing, printing or exiting from the report. If you choose to print, the report will print on the tally roll or back office printer as applicable. The preview option enables you to display a representation of the anticipated print out on the screen, with an accurate depiction of the report format, content and pagination.There are facilities to page through the report (scan up and down)and then to exit from the print preview screen. When you select the 'exit' option, you will exit from the printing function.

Report cut-off facility

The report cut-off facility allows you to decide a cut-off point for each client summary, once you have previewed or printed the report. When the cut-off has been selected, any future report for the same stock unit will not include transactions that took place prior to this cut-off time.

For example: A stock unit performs 3 x Alliance and Leicester Girobank deposit transactions - £32, £20 and £17. A report is produced which is subsequently checked and cut off. The report will show the three transactions and a total of £69.
After the report has been cut off the stock unit performs three further Alliance and Leicester Girobank deposit transactions - £20, £10 and £5. When a report is produced it will show **only** the three transactions (£20, £10 and £5) which took place **after** the previous cut-off.

Reports for individual users

Stock unit reports can be generated for individual users. These enable each clerk to check and reconcile their vouchers against individual client summaries for a particular accounting period.

Mandatory reports

Some reports are mandatory and must be produced in order for you to complete your stock unit balance and roll over the stock to the next accounting period. If there are outstanding mandatory summaries, the system will not allow you to proceed further until they have been generated. You can check on the system which reports are outstanding by selecting the 'Summaries' option see Balancing; General stock unit activities; Checking and producing outstanding summaries.

Retention of reports

- Always file reports printed from the Horizon system according to Cash Account week number
- Keep all reports in a secure place in your office.

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Introduction

Reports and summaries available from the Horizon system

Overview

Counter summaries provide details of a specific stock units' transactions. Office summaries provide details of transactions undertaken for the entire office (that is an amalgamation of all stock unit summaries that have been cut off). In a single stock unit office the totals shown on the counter summary will be the same as those shown on the corresponding office summary provided the counter summary has been 'cut off'.

Counter daily reports

These reports are a stock unit's record of transactions carried out since the last daily cut-off.

Examples af counter daily reports are:

- Girobank and National Savings deposits and withdrawals
- BT bills
- APS transactions
- UK Passports
- daily cash declarations (ONCH)
- cheque and Other Banks' Cheques listings

Counter weekly reports

These reports are a stock unit's record of transactions carried out since the last weekly cut-off.

Examples af counter weekly reports are:

- Pension and Allowance payments
- Green Giros encashed
- Postal Orders encashed
- DVLA applications
- Travel Schemes
- transfers in and out
- stock on hand
- remittances in and out
- miscellaneous transaction

A cut-off facility is only available for Postal Order and Green Giro reports.

A summary of all cut-off stock unit reports for each relevant transaction type is provided.

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Introduction

Office daily reports

These are reports of transactions carried out in the office since the last daily cut-off.

Examples of office daily reports are:

- Girobank and National Savings deposits and withdrawals
- BT bills
- UK Passports
- daily remittances in and out

These are intended as a reconciliation aid only, prior to the despatch of vouchers/dockets, and so it is not necessary for them to be kept in the office. However, it may be useful to keep them for a limited time for reference purposes.

Office weekly reports

These are reports of transactions carried out in the office weekly.

Examples of office weekly reports are:

- Pension and Allowance payments
- Green Giros encashed
- redeemed stamps
- sales reports
- Postal Orders encashed
- counters revenue
- losses and gains, etc (suspense account)
- cash flow
- transfers
- unreconciled transfers

Transaction log

This option allows users with the appropriate level of access to the system to obtain information about transactions performed in the office.

Transactions can be selected by specifying criteria from the following list:

- stock unit
- Cash Account Period
- user
- date from/to
- value from/to
- mode
- session ID
- node ID

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Introduction

Event log

This option allows anyone with manager access to the system to obtain a selection of reports offering various types of management information detailing administrative aspects of the system, such as:

- office balance information
- stock unit balance information
- users on particular stock units
- levels of access
- summaries of users and user histories

Selection criteria enable the user to specify the information required.

Pension and Allowance reports

This option allows you to print the Pension and Allowance weekly report when you need to account for encashed order book foils.

In addition OBCS offices can also print a Pension and Allowance stop list to ensure that there is a paper version to hand if the Horizon system is unavailable.

Logistics Feeder Service (LFS) reports

This option allows you to view and print planned orders, so that you can see what cash and stock is scheduled for delivery to your office, and stock advice notices, to tell you whether to return obsolete or withdrawn stock or whether to sell items to exhaustion.

'By User' report

This option allows anyone with manager access to the system to obtain a series of reports giving information on individual user summaries.

Examples of 'By User' reports are:

- BT bills
- APS transactions
- Other Banks' Cheques to the CRU or DPC
- cheque listings
- Pensions and Allowances paid weekly
- Green Giros paid weekly
- Postal Orders encashed weekly
- DVLA applications accepted
- UKPA
- National Savings deposits and withdrawals
- Rent schemes
- Travel schemes

Product list

This report is a list of all products available for sale in your office and all reference data changes made to those products during the last three months.

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Introduction

Reprints of reports

There is a facility on the system to reprint various office reports, for example the Cash Account report, the redeemed stamps or the Pensions and Allowances summary. There is also a facility to reprint a number of stock unit reports including the stock unit balance and counter revenue report.

Stock Unit Balance snapshot

This report provides a current summary of transactions and cash and stock levels for a stock unit, giving the user an idea of what the stock unit balance report would look like were they to produce one at that particular time. It is useful for checking system-derived totals against actual totals before a stock unit balance report is obtained.

A stock unit balance snapshot may be produced as many times as required and does not have any dependencies.

Stock Unit Balance report

A Stock unit balance report is a formal record of accounts for a specific stock unit within a particular Cash Account period. It stands as an official record of weekly cash and stock holding, client transactions and movement of cash and stock both in and out of the office. All stock units must be balanced and rolled over into the next CAP before an office can process a Cash Account.

Office snapshot

This report provides a current summary of all transactions, and current cash and stock levels in the office, giving the user an idea of what the balance report would look like, were they to produce one at that particular time. It is useful for checking system-derived totals against actual totals before an office report is obtained.

The office snapshot may be produced as many times as necessary and at any time in the Cash Account Period, regardless of whether all individual stock units have been balanced.

Cash Account report

The Cash Account report is the final and formal record of office accounts for a particular Cash Account Period. It stands as an official record of weekly cash and stock holdings, client transactions carried out and movement of cash and stock in and out of the office. It also includes the same management information that is recorded on the snapshot. A trial Cash Account report is produced prior to the production of the two final Cash Account reports.

A Cash Account report may only be produced if:

- all stock units have been balanced and rolled over to the next CAP
- all non-accounting and parcel traffic data has been entered
- non-value stock has been confirmed

Please note: You must keep one copy of the final Cash Account report in your office for reference and audit purposes.

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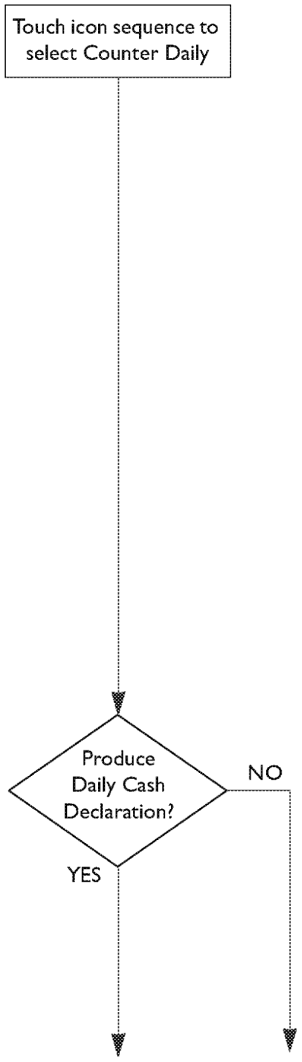
Daily summaries

1 Producing a daily counter summary

Use this procedure when you need to print a daily counter summary at the close of business daily on a counter workstation.

For information on printing office summaries, see subsection 2; Producing a daily office summary.

Daily counter summaries will report those transactions undertaken since the previous cut-off. Once a cut-off has been selected, any transactions completed will appear on the next summary for that product.



- From the Desktop, select the Counter Daily option by touching the following icon sequence:
  - Reports
  - Counter Daily

  The Reports Counter Daily screen will be displayed, with the following icons:
  - Giro Deposits
  - Giro Withdrawals
  - BT Bills
  - APS Transaction
  - NS Deposits
  - NS Withdrawals
  - UKPA
  - Rent Schemes
  - Daily Cash Dec
  - Cheques Listing
  - TV Licences
  - CTax Schemes
  - OB Chq to CRU
  - OB Chq to DPC

  Please note: The report will show the cheques with a minus volume and value.

- Decide whether you will produce a Daily Cash Declaration at this time

  Please note: A daily cash declaration must be produced each day at the close of business or by 19:00 (whichever is earlier) as this information supplies SAP ADS with information on the total amount of notes and coins held in each

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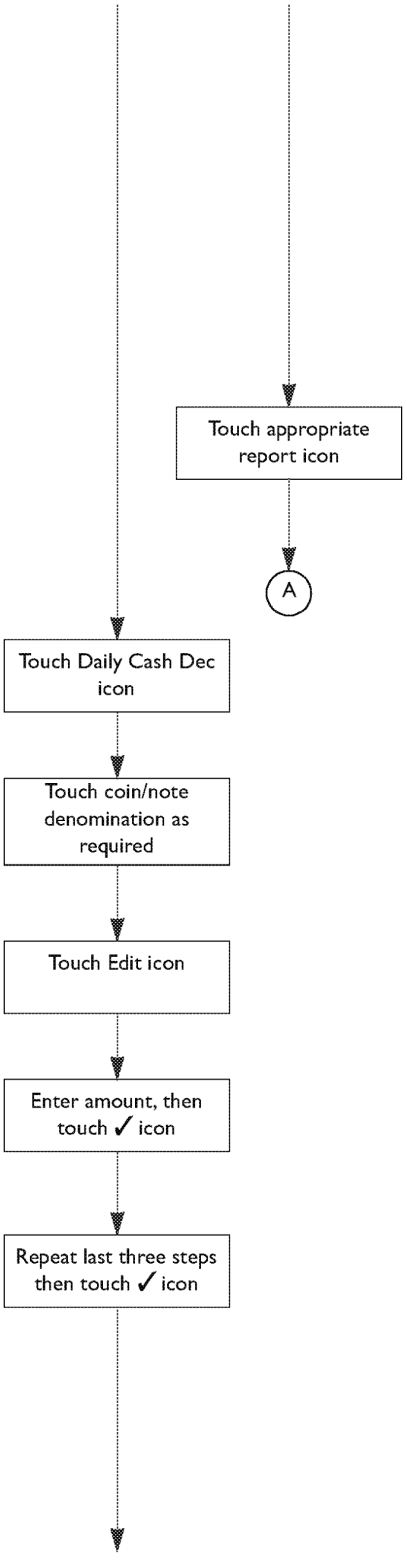
Daily summaries



stock unit in an outlet. If a declaration has not been made for a stock unit (for example, if a stock unit is not used on a particular day) the values from the previous declaration will be carried forward. This is also the case with portions of a shared stock where a declaration for a particular ID number has not been overwritten with new values or zeros.

If you do not require a Daily Cash Declaration (DCD):

- Touch the appropriate icon for the report you want to produce

The Produce Report screen will be displayed.

- Go to 'A' on page 4

If you require a Daily Cash Declaration (DCD):

- Touch the Daily Cash Dec icon

The Enter Cash on Hand screen will be displayed.

- Touch the appropriate coin or note denomination to highlight it, scrolling down if necessary using the Down or Bottom icons

- Touch the Edit icon

- Enter the amount of coin or notes that you have in stock, then touch the ✓ icon

The Horizon system will display a warning message if you have entered an incorrect multiple.

- Repeat the last three steps until you have entered all cash on hand, then touch the ✓ icon.

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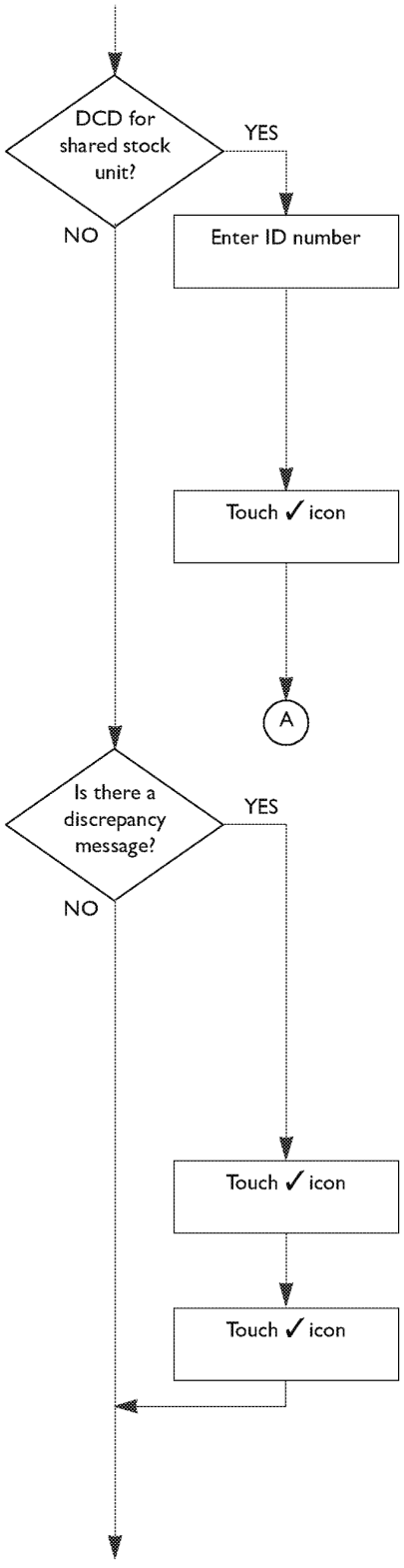
Daily summaries



- Decide whether the DCD is for a shared stock unit

If the DCD is for a shared stock unit:

- Enter a declaration ID number

The declaration ID number is made up of two digits. Component parts (but not individual user) of a shared stock unit have a separate declaration ID number. Using the same ID number will allow the individual user to redeclare their cash later if necessary. Any subsequent declaration will replace the exisiting one.

- Touch the ✓ icon

Please note: As this is only a partial declaration of the cash held in a Shared Stock Unit, the system does not check for any discrepancy.

- Go to 'A' on page 4.

- Examine the screen to see whether a discrepancy message is displayed by the system

If the total amount you entered does not match the figure held on the Horizon system, a discrepancy message will be displayed.

If the discrepancy is for a value which you are not permitted to adjust, you must check your stock and the weekly reports in the normal way.

If a discrepancy message is displayed by the system:

- Touch the ✓ icon

- Touch the ✓ icon to confirm the discrepancy

Please note: This is a declaration of cash locked up, and confirming the discrepancy will not affect the balancing process or the cash on hand held by the system.

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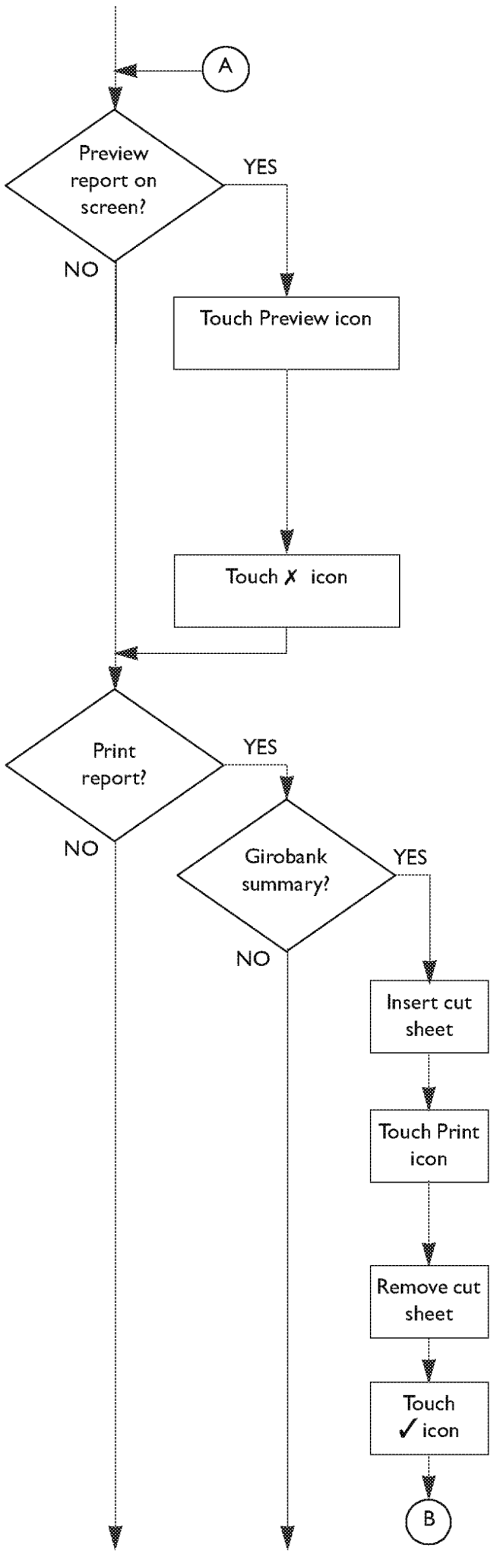
Daily summaries



If you wish to redeclare your cash, repeat the procedure from the flow-chart box 'Touch icon sequence to select Counter Daily' on page 1.

Any subsequent declaration will replace the existing one.

- Decide whether you want to preview the report on screen

If you want to preview the report on screen:

- Touch the Preview icon to display the report

To move up and down the page use the scroll bar at the right hand side of the screen or the arrow keys on the keyboard.

Please note: If the report contains more than one page, touch the ☞ icon to display the next page.

- Touch the ✗ icon to return to the Produce Report screen.

- Decide whether you want to print the report

If you want to print the report:

- Decide whether you want to print a Girobank summary.

If you want to print a Girobank summary:

- Insert the 'cut sheet'

- Touch the Print icon

Please note: The system will print on the cut sheet and will prompt you if another cut sheet is required.

- Remove cut sheet from printer

- Touch the ✓ icon.

Please note: The system prints a copy of the cut sheet on the tally roll.

- Go to 'B' on page 5

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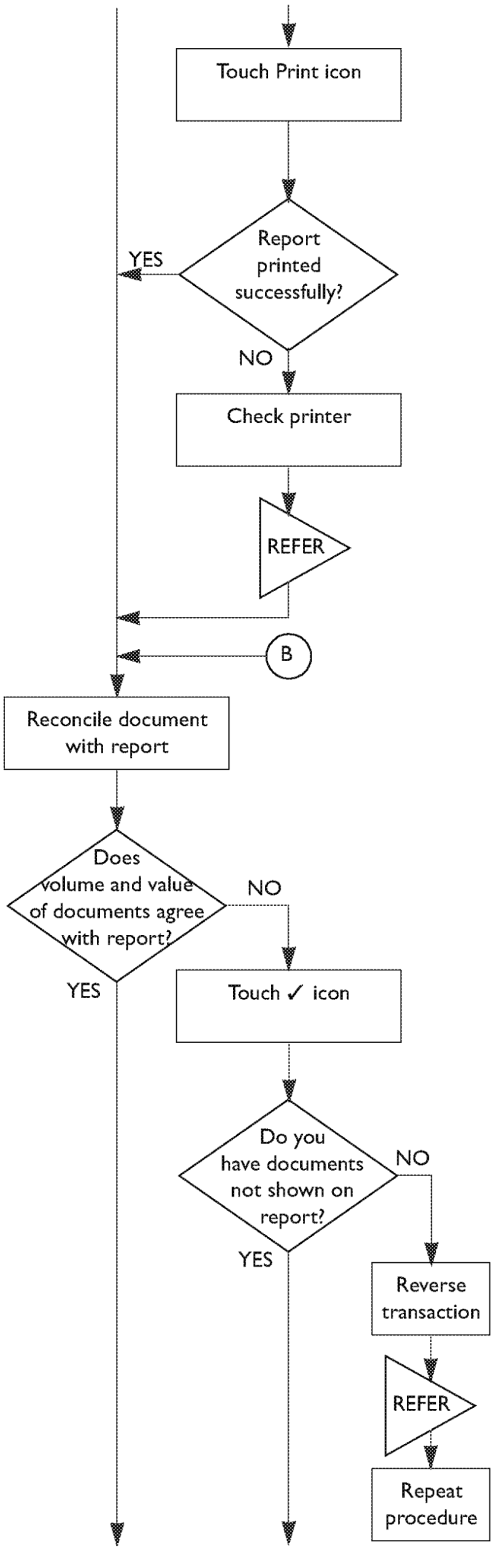
Daily summaries



If you want to print a report other than a Girobank summary:

- Touch the Print icon.

- Check whether the report has printed successfully

If the report has not printed successfully:

- Check the printer.

For information on checking the printer and dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Reconcile the associated documents with either the on screen preview or the printed report

- Check that the volume and value of documents agrees with what is printed on the report

If they do not agree:

- Touch the ✓ icon

- Decide whether you have documents on hand that do not appear on the report

If you have extra entries on the report:

- Use the Horizon system to reverse any transactions for which there is no document

For information on reversals, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

- Repeat the procedure from the beginning

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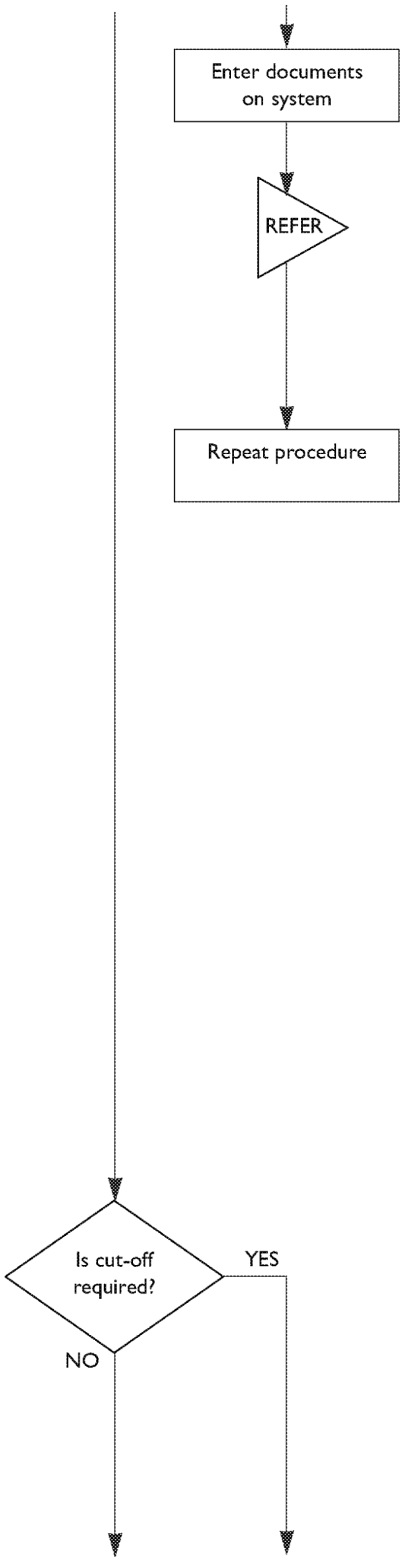
Daily summaries



If you have documents that do not appear on the report:

- Enter the documents on the Horizon system

For information on:

- entering receipt transactions, see Transactions - Serve Customer - Part two; Receipt transactions; Receipt transactions
- entering payments transactions, see Transactions - Serve Customer - Part two; Payment transactions; Payment transactions.

- Repeat the procedure from the beginning

All summaries **except** Alliance and Leicester Girobank

Any reversed transactions appear on the report marked with a minus sign. For changes to summaries after cut off a manual amendment to totals can be made after the necessary system changes have been undertaken.

Alliance and Leicester Girobank summaries

If incorrect Giro transactions are found after the report has been cut off, and the report has already left the office, you must reverse the incorrect transactions and re-enter them correctly.

Produce and check the relevant system report then destroy it.

Amend the office copy of the report (that is the office copy of the incorrect report which has been despatched) to reflect the correct totals.

If the report has not already left the office, you must reverse the transactions and re-enter them correctly, produce and check the relevant system report then destroy it.

Produce a manual Girobank summary, check it with the associated documents and send them to the client.

- Decide whether a cut-off is required

Cut-off can only be carried out if either or both of the Print and Preview icons have been previously selected.

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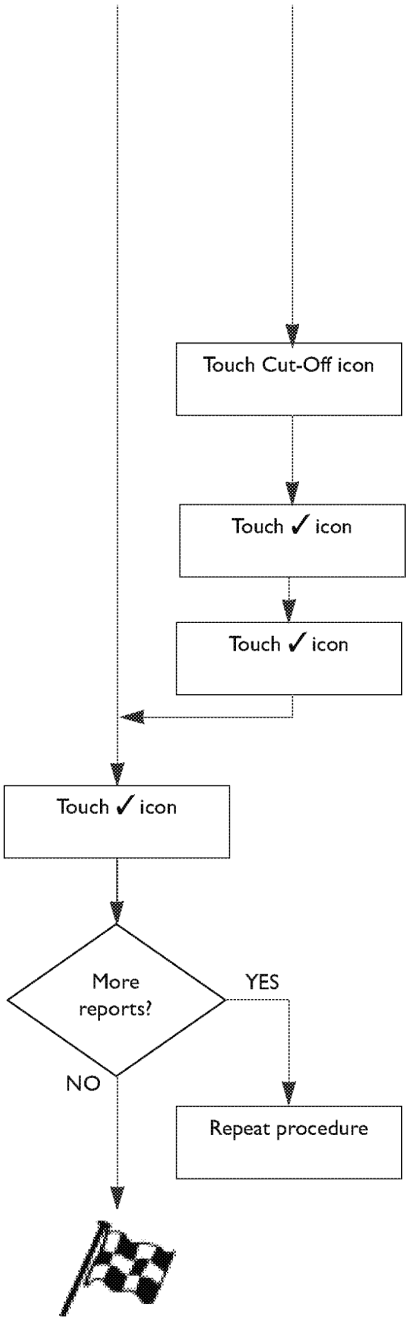
Daily summaries



Check the relevant associated documents against either the screen total or the system produced report **before** you confirm the cut-off (subsequent transactions will be included on the next summary).

If a cut-off is made for any summaries prior to the close of business on balancing day and subsequent transactions are then carried out, you must produce a further summary. This option is not available for daily cash declarations.

If cut-off is required:

- Touch the Cut-Off icon.
- Touch the ✓ icon
- Touch the ✓ icon (when you see the 'cut off status processing complete' screen).

- Touch the ✓ icon to return to the Reports Counter Daily menu

- Decide whether you want to produce any more reports

If you want any more reports:

- Repeat the procedure from the flow-chart box 'Touch appropriate report icon' on page 2.

Please note: For shared stock units that require 'By user' reports in addition to stock unit reports, see subsection 9; Producing user reports. If a 'By user' report is required this should be produced after the corresponding stock unit summary has been produced and cut-off.

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2 Producing a daily office summary

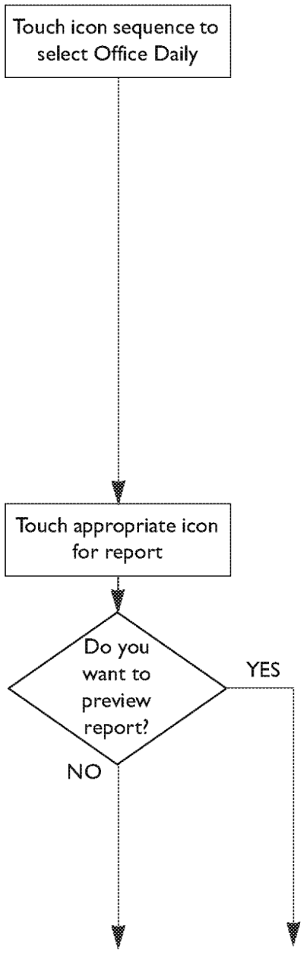
Use this procedure when you need to print a daily office summary showing all daily counter reports since the last cut-off.

Any office summaries produced prior to the production of the previous week's Cash Account will not reflect transactions undertaken in the Current CAP.

For example: If stock units have rolled into CAP2 and the Cash Account for CAP1 has not been completed the office summary will not reflect totals for CAP2 until the Cash Account for CAP1 is completed.

It is not mandatory to produce a daily office summary but it may be useful for reconcilation of summaries before despatch. For information on printing daily counter summaries, see subsection 1; Producing a daily counter summary.

Office summaries are not updated until their corresponding counter reports have been cut off.



- From the Desktop, select the Office Daily option by touching the following sequence of icons:
  - Reports
  - Office Daily

  The Reports Office Daily screen will be displayed with the following icons:
  - Giro Deposits
  - Giro Withdrawals
  - BT Bills
  - Rem In (Daily)
  - NS Deposits
  - NS Withdrawals
  - UKPA
  - Rem Out (Daily)
- Touch the appropriate icon for the report you want to produce
- Decide whether you want to preview the report on screen

  If you need to print a report and the printer is not working, preview the report and then print it as soon as the printer is working again.

  Please note: If you do not preview the report the system will not allow you to reprint it later.

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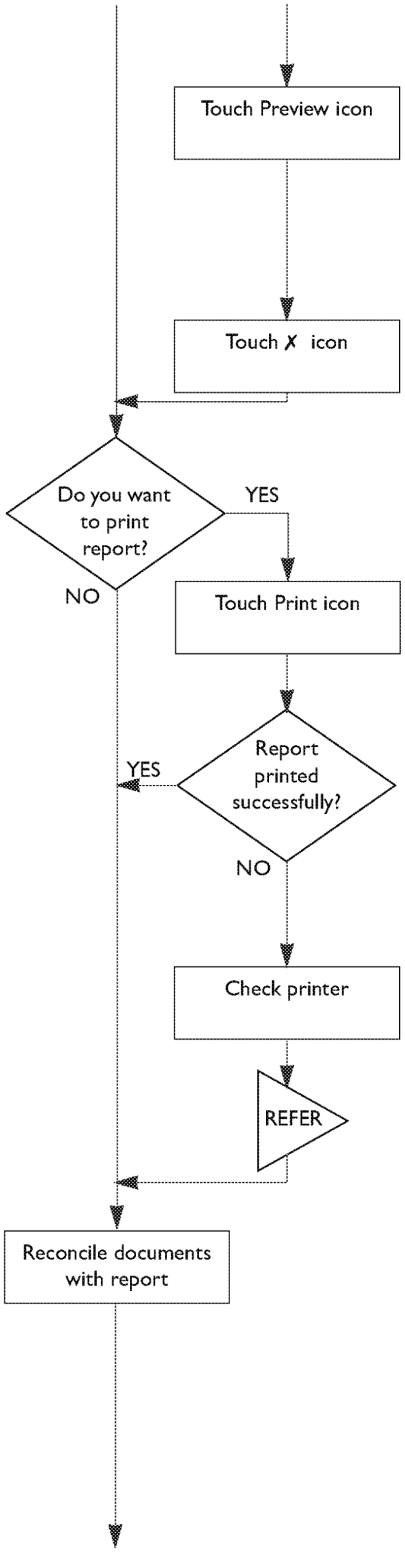
Daily summaries



If you want to preview the report on screen:

- Touch the Preview icon to display the report

To move up and down the page use the scroll bar at the right hand side of the screen or the arrow key on the keyboard.

If there is more than one page, use the ☞ icon to scroll through the pages.

- Touch the ✗ icon to return to the Produce Report screen.

- Decide whether you want to print the report

If you want to print the report:

- Touch the Print icon.

- Check whether the report has printed successfully

If the report has not printed successfully:

- Check the printer.

For information on checking the printer and dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Reconcile the relevant associated documents against either the screen total or the system produced report

Please note: If the total of the documents does not match that of the report you will need to identify the stock unit where there are errors and obtain any missing vouchers/counter summaries. There

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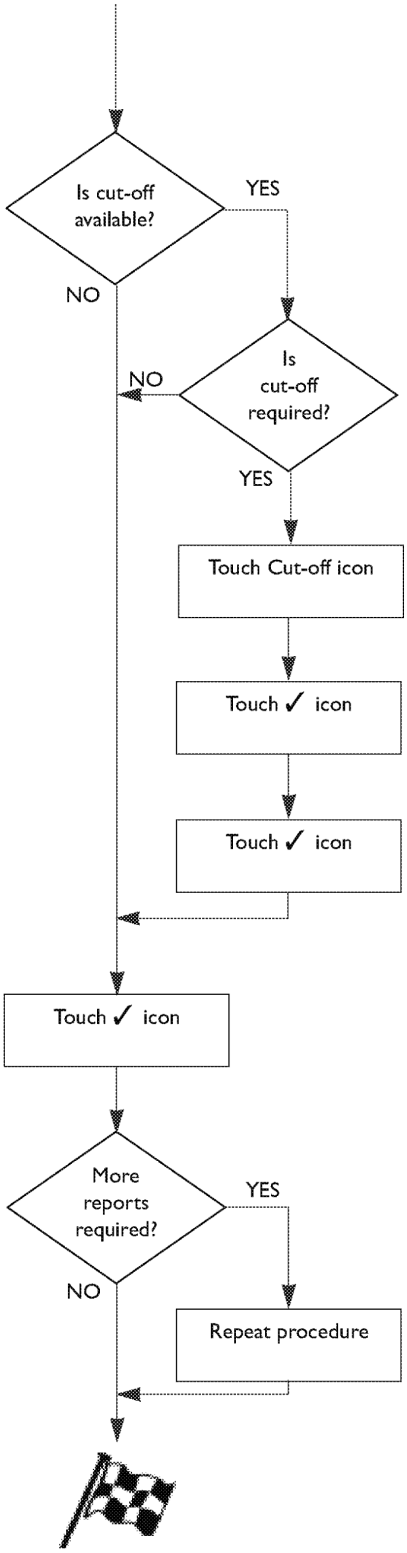
Daily summaries



may be a need to perform transactions or reversals at the stock unit.
For information on reversals, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

- Check whether cut-off is available

Cut-off is not available on either of the remittance icons, Rem In (Daily) or Rem Out (Daily).

If cut-off is available:

- Decide whether a cut-off is required

Cut-off can only be carried out if either or both of the Print and Preview icons have been selected first.

If you require a cut-off:

- Touch the Cut-off icon
- Touch the ✓ icon to confirm cut-off
- Touch the ✓ icon (when you see the 'cut-off status processing complete' screen).

If you do not require a cut-off:

- Touch the ✓ icon

The system will return to the Reports Office Weekly screen.

- Decide whether you want to produce any more reports.

If you want to produce more reports:

- Repeat the procedure from the flow-chart box 'Touch appropriate icon for report' on page 8.

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3 Producing a weekly office summary

Use this procedure when you need to produce a weekly office summary at the end of the Cash Account Period.

Office summaries are not updated until their corresponding counter reports have been cut-off.

Any office summaries produced prior to the production of the previous week's Cash Account will not reflect transactions undertaken in the Current CAP.

For example: If stock units have rolled into CAP2 and the Cash Account for CAP1 has not been completed the office summary will not reflect totals for CAP2 until the Cash Account for CAP1 is completed.

For information on printing weekly counter summaries, see subsection 4; Producing a weekly counter summary.

Touch icon sequence to select Office Weekly

- From the Desktop, select the Office Weekly option by touching the following icon sequence:
  - Reports
  - Office Weekly

  The Reports Office Weekly screen will be displayed with the following icons:
  - Grn/violet Giro
  - Rem In (P)
  - Rem Out (P)
  - PA Summary
  - P+A 2311MA (mandatory for despatch)
  - P+A 2311MA(B) (mandatory for despatch)
  - Redeemed Stmps (mandatory for despatch)
  - Sales Report
  - POs Encashed
  - Counters Rev (mandatory for despatch BOs only)
  - Suspense Acc
  - Cash Flow
  - Unrecon Trans
  - Transfer Recon

  Please note: The Green Giro and the POs Encashed options will produce a weekly office summary of all Green Giros/Postal Orders encashed up to the last cut-off set by the stock unit user.

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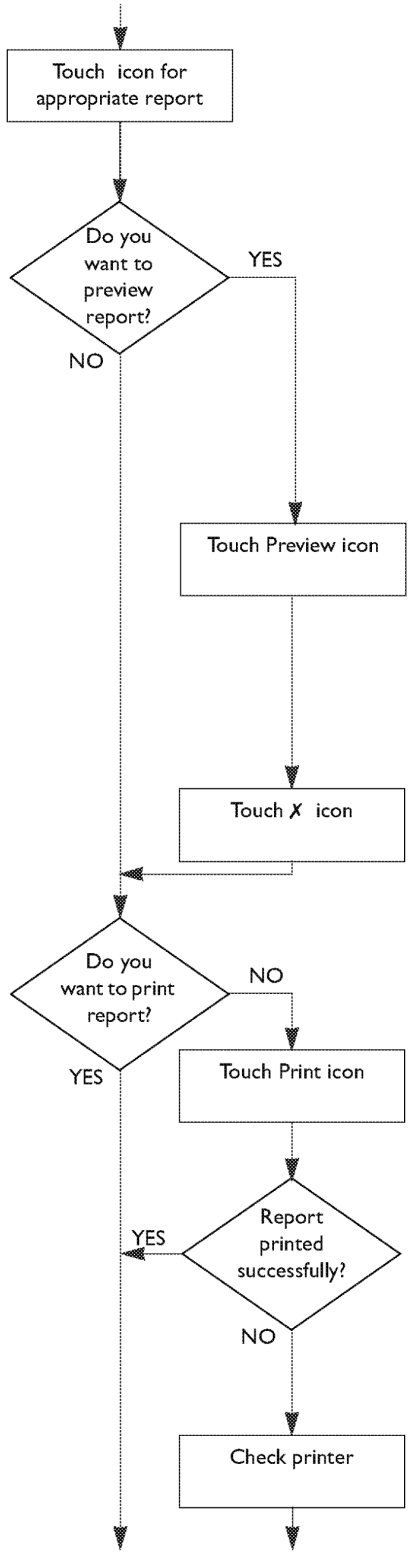
Weekly summaries



- Touch the appropriate icon for the report you want to produce

- Decide whether you want to preview the report on screen

  If you need to print a report and the printer is not working, preview the report and then print it as soon as the printer is working again.

  Please note: If you do not preview the report the system will not allow you to reprint it later.

  If you want to preview the report on screen:

  - Touch the Preview icon to display the report

  To move up and down the page use the scroll bar on the right hand side of the screen or the arrow keys on the keyboard.

  If there is more than one page, use the ☞ icon to scroll through the pages.

  - Touch the ✗ icon to return to the Produce Report screen.

- Decide whether you want to print the report

  If you want to print the report:

  - Touch the Print icon.

  - Check whether the report has printed successfully

  If the report has not printed successfully:

  - Check the printer.

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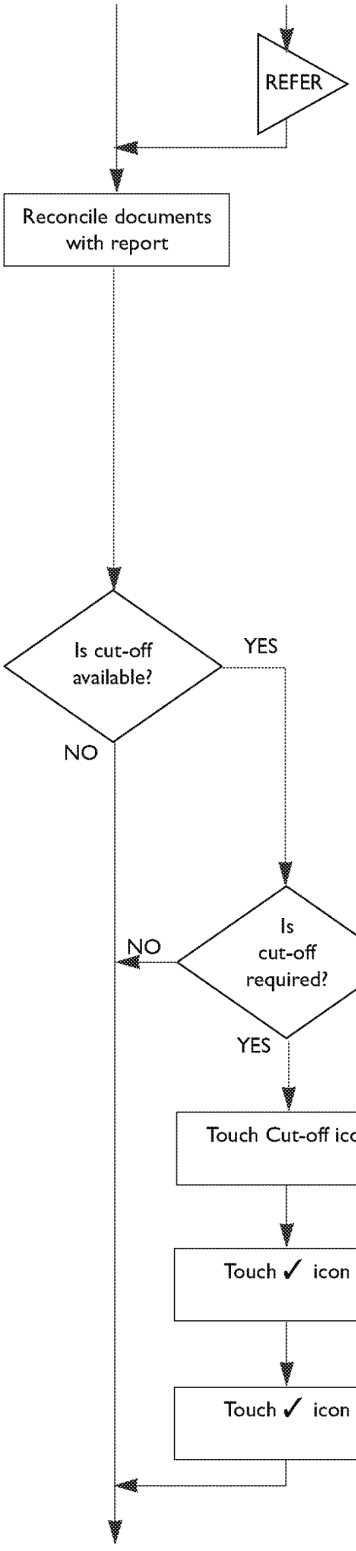
Weekly summaries



For information on checking the printer and dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Reconcile the relevant associated documents against either the screen total or the system produced report

  Please note: If the total of the documents does not match that of the report you will need to identify the stock unit where there are errors and obtain any missing vouchers/counter summaries. There may be a need to perform transactions or reversals at the stock unit.
  For information on reversals, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

- Check whether cut-off is available

  Cut-off is only available for POs Encashed and Green Giros as these are the only weekly office summaries that have corresponding stock unit reports.

  If 'cut-off' is not available, the Cut-off icon will not appear on the screen.

If cut-off is available:

- Decide whether a cut-off is required

Cut-off can only be carried out if either or both of the Print and Preview icons have been selected first.

If you require a cut-off:

- Touch the Cut-off icon
- Touch the ✓ icon to confirm cut-off
- Touch the ✓ icon (when you see the 'cut-off status processing complete' screen).

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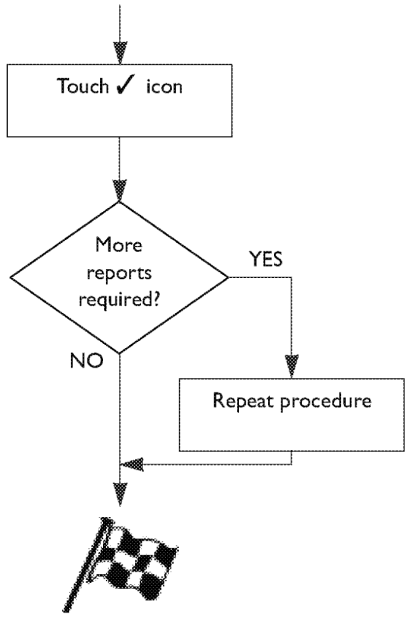
Weekly summaries



If you do not require a cut-off:

- Touch the ✓ icon

  The system will return to the Reports Office Weekly screen.

- Decide whether you want to produce any more reports.

If you want to produce more reports:

- Repeat the procedure from the flow-chart box 'Touch icon for appropriate report' on page 12.

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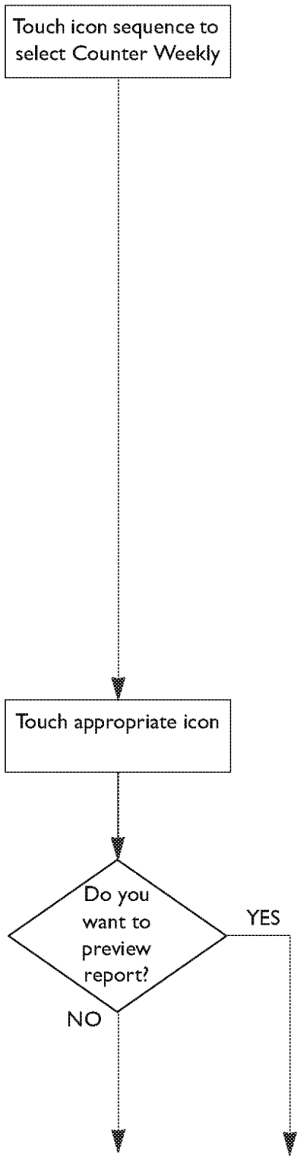
4 Producing a weekly counter summary

Use this procedure when you need to print a weekly counter summary. This will list those transactions carried out since the last cut-off.

Summaries may be produced as often as required. For information on printing daily counter summaries see subsection 1; Producing a daily counter summary. For shared stocks that require 'By user' reports in addition to stock unit reports, see subsection 9; Producing user reports.



- From the Desktop, select the Counter Weekly option by touching the following icon sequence:
  - Reports
  - Counter Weekly

  The Reports Counter Weekly screen will be displayed with the following icons:
  - P and A Weekly
  - Green Giro
  - PO Encashmnt
  - DVLA V11
  - DVLA V10
  - Travel Schemes
  - Transfers In
  - Transfers Out
  - Transfers Summ
  - Stock on Hand
  - Rems In
  - Rems Out
  - Rems Summry
  - Misc Transaction
- Touch the appropriate icon for the report you want to produce

  The Produce Report screen will be displayed.
- Decide whether you want to preview the report on screen

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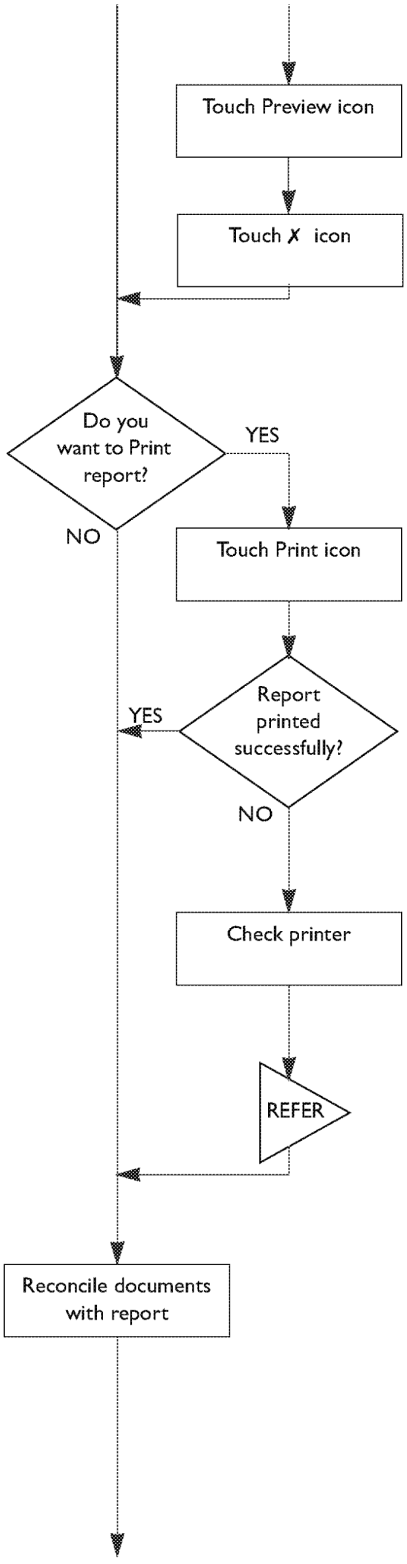
Weekly summaries



If you want to preview the report on screen:

- Touch the Preview icon to display the report

If there is more than one page, use the ☞ icon to scroll through the pages.

- Touch the ✗ icon to return to the Produce Report screen.

- Decide whether you want to print the report

If you want to print the report:

- Touch the Print icon.

- Check whether the report has printed successfully

If the report has not printed successfully:

- Check the printer.

For information on checking the printer and dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Reconcile the associated documents with either the on screen preview or the printed report

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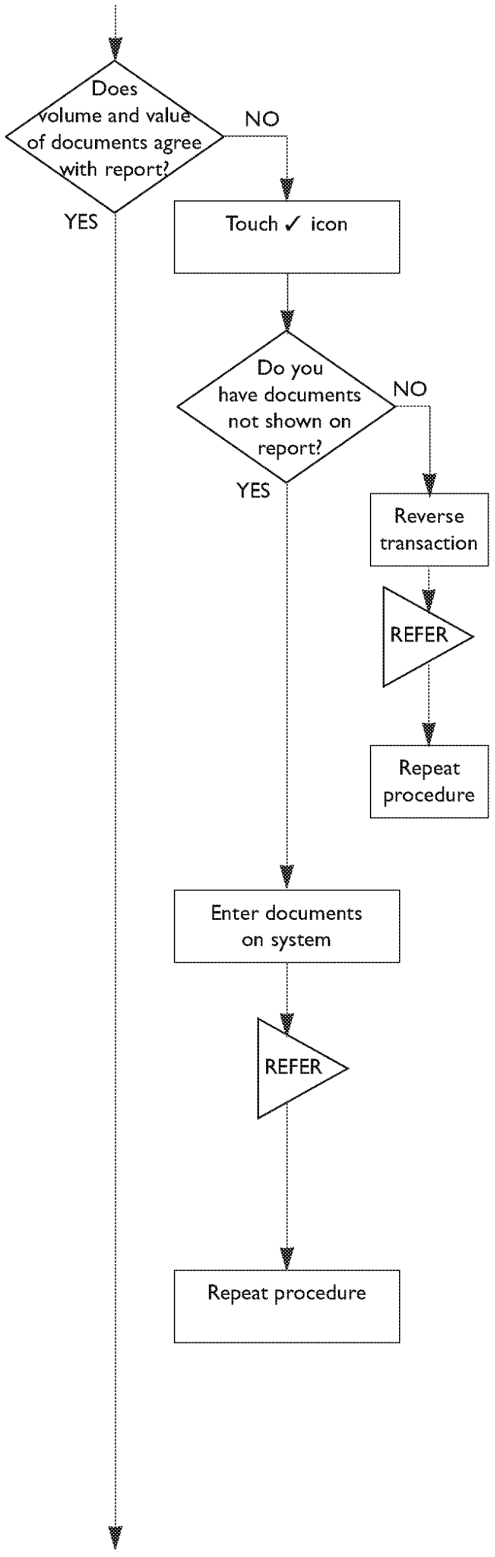
Weekly summaries



- Check that the volume and value of documents agrees with what is printed on the report

If they do not agree:

- Touch the ✓ icon

- Decide whether you have documents on hand that do not appear on the report

If you have extra entries on the report:

- Use the Horizon system to reverse any transactions for which there is no document

For information on reversals, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

- Repeat the procedure from the beginning

If you have documents that do not appear on the report:

- Enter the documents on the Horizon system

For information on

- entering receipt transactions, see Transactions - Serve Customer - Part two; Receipt transactions; Receipt transactions
- entering payments transactions, see Transactions - Serve Customer - Part two; Payment transactions; Payment transactions.

- Repeat the procedure from the beginning

Please note: Any reversed trasnactions appear on the report marked with a minus sign. For changes to summaries after cut-off, a manual amendment to totals can be made after the necessary system changes have been undertaken.

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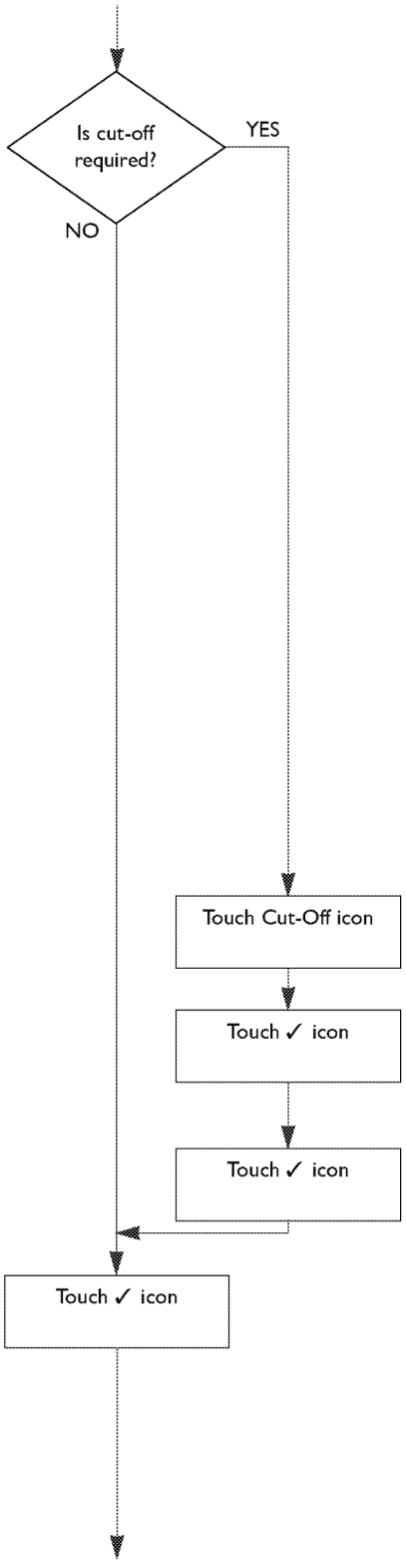
Weekly summaries



- Decide whether a cut-off is required

  Cut-off can only be carried out if either or both of the Print and Preview icons have been previously selected. Check the relevant associated documents against either the screen total or the system produced report before you confirm the cut-off (subsequent transactions will be included on the next summary).

  If a cut-off is made for any summaries prior to the close of business on balancing day and subsequent transactions are carried out, you must produce a further summary.

  Cut-off is not available for the following reports:

  - Transfers In
  - Transfers Out
  - Transfers Summ
  - Stock On Hand
  - Rems In
  - Rems Out
  - Rems Summry

  If you require a cut-off:

  - Touch the Cut-Off icon.
  - Touch the ✓ icon to confirm cut-off
  - Touch the ✓ icon (when you see the 'cut off status processing complete' screen).

- Touch the ✓ icon to return to the Reports Counter Weekly menu

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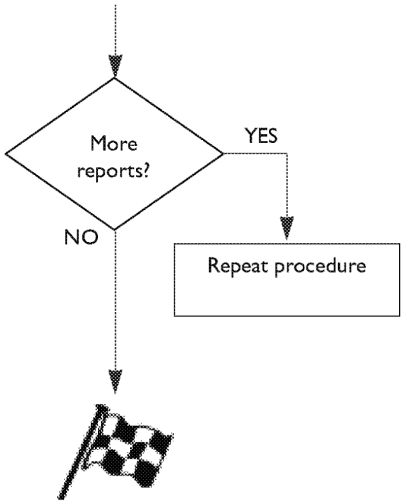
Weekly summaries



- Decide whether you want to produce any more reports.

If you want to produce more reports:

- Repeat the procedure from the flow-chart box 'Touch appropriate icon' on page 15.

Please note: For shared stock units that require 'By user' reports in addition to stock unit reports, see subsection 9; Producing user reports. If a 'By user' report is required this should be produced after the corresponding stock unit summary has been produced and 'cut-off'.

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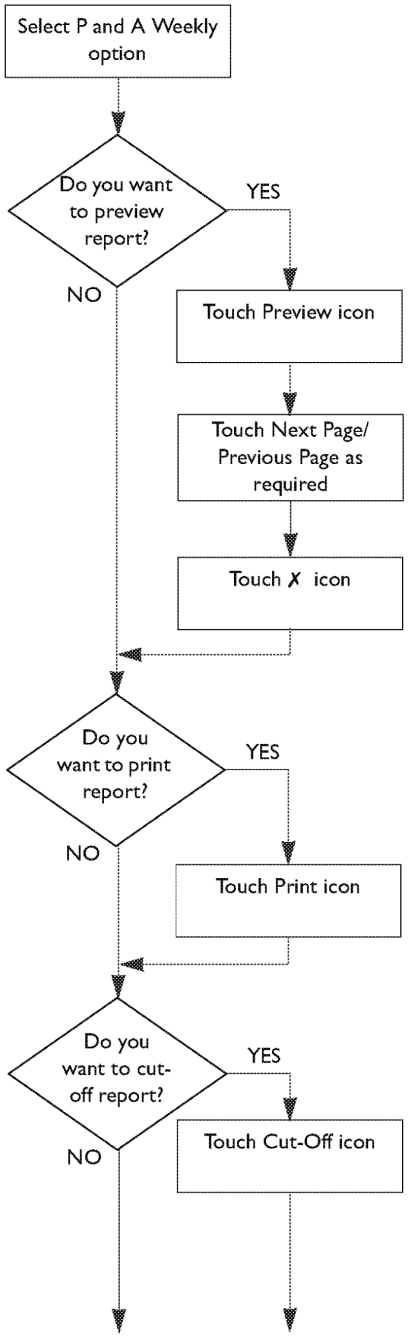
5 Producing and reconciling a P&A weekly report

When you need to produce and reconcile a P & A weekly report:



- Select the P and A Weekly option by touching the following icon sequence:
  - Reports
  - Counter Weekly
  - P and A Weekly
- Decide whether you want to preview the report

If you want to preview the report:

- Touch the Preview icon
- Touch either the:
  - Next Page to view the next page
  - Previous Page to view any previous pages
- Touch the ✗ icon to exit the report preview.

- Decide whether you want to print the report

If you want to print the report:

- Touch the Print icon.

- Decide whether you want to cut-off the report

If you want to cut-off the report:

- Touch the Cut-Off icon.

Please note: If you select this icon, the encashment details shown on this report will not appear on any later report that you print during the Cash Account week.

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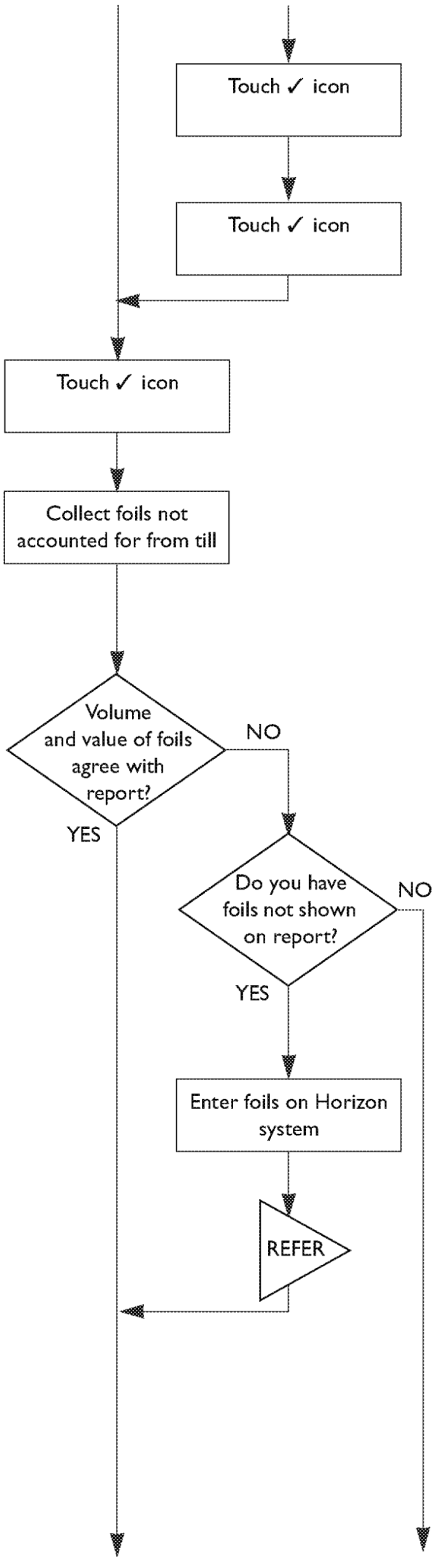
OBCS Pension & Allowances reports



- Touch the ✓ icon

- Touch the ✓ icon (when you see the 'cut off status processing complete' screen).

- Touch the ✓ icon.

- Collect the encashed foils that have not been accounted for from your till (this should include any forms FP57 accepted)

- Check that the volume and value of foils agrees with what is printed on the report

  - Decide whether you have foils on hand that do not appear on the report

If you have a foil/foils that do not appear on the report:

- Enter the foils on the Horizon system.

For information on entering foils, see Transactions - Serve Customer - Part two; OBCS Pension & Allowances; Encashing benefit on an order book that does not have a bar-code.

Please note: You may need to repeat this procedure if there is more than one foil. Any foils entered will appear on the next encashment report.

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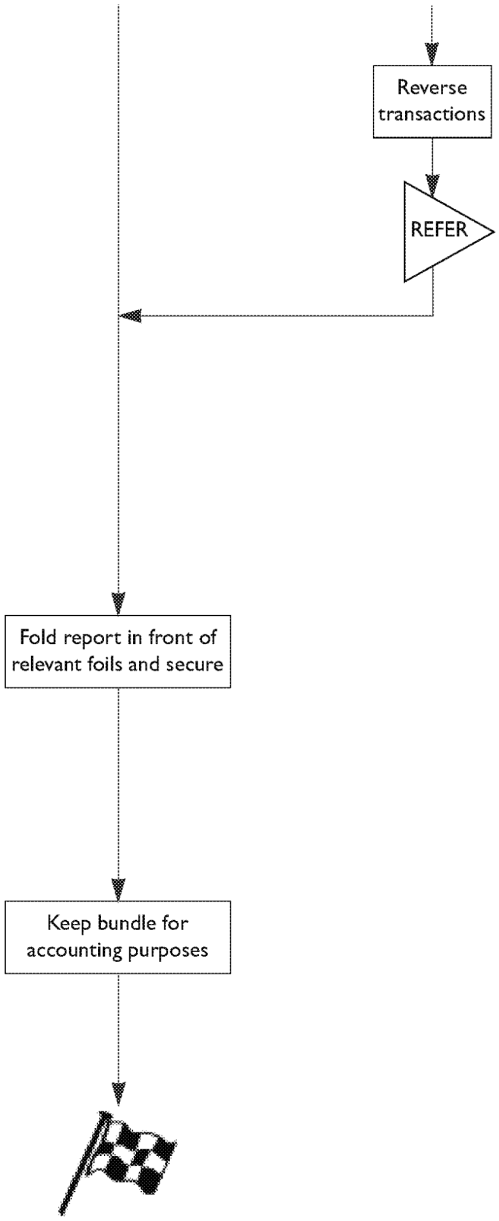
OBCS Pension & Allowances reports



If you have extra foils on the report:

- Use the Horizon system to reverse any transactions for which there is no OBCS foil

For information on reversals, see Transactions - Other - Part two; Reversing transactions.

Please note: If the encashment report has been cut off you will need to remove any extra foils listed from the report manually. You should strike through the foil details and deduct from the volume and value totals on the report. You should print a new report, see subsection 5; Producing and reconciling a P&A weekly report. This report will show a negative value and should be discarded.

- Fold the report neatly in front of the relevant foils and secure with an elastic band, ensuring that the encashment totals are visible

Please note: The foils should all face the same way round and be sorted into Pension and Allowance group numbers in ascending order of group number and value (whole pounds only)

- Keep the bundle safely for end of week accounting† See (i) below

i. See Counters Operations Manual; Benefits Agency booklet; Pensions & Allowances; Weekly accounting and despatch

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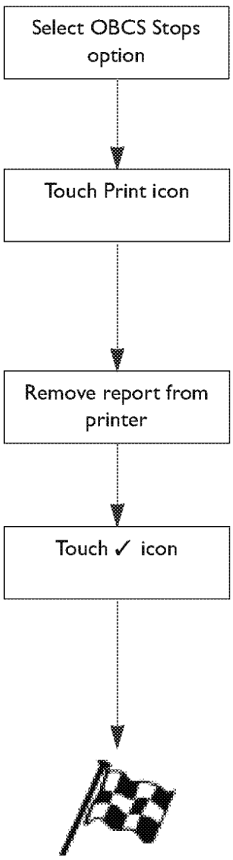
OBCS Pension & Allowances reports

6 Printing a stop list



When you need to print a stop list:

Please note: The system stop list, which notes the stops and recalls for bar-coded order books, must be printed at close of business every Wednesday. This ensures that there is a paper version if the Horizon system is unavailable. One copy of the stop list is required for each counter position.

- Select the OBCS Stops option by touching the following icon sequence:
  - Reports
  - OBCS Stops
- Touch the Print icon

  The Horizon system will print the report on the counter printer and display the Produce Report screen.

- Remove the report from the printer

  Please note: You can repeat this procedure if you need to print another copy of the stop list for another counter position.

- Touch the ✓ icon to return to the Reports menu.

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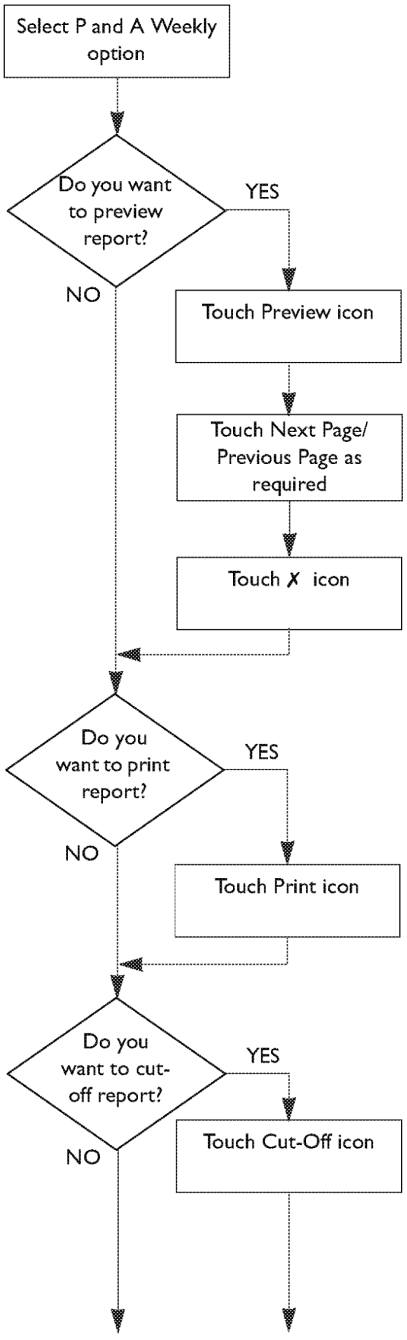
7 Producing and reconciling a weekly P&A report (NI)

When you need to produce and reconcile a P & A weekly report:



- Select the P and A Weekly option by touching the following icon sequence:
  - Reports
  - Counter Weekly
  - P and A Weekly
- Decide whether you want to preview the report

If you want to preview the report:

- Touch the Preview icon
- Touch either the:
  - Next Page to view the next page
  - Previous Page to view any previous pages
- Touch the ✗ icon to exit the report preview.

- Decide whether you want to print the report

If you want to print the report:

- Touch the Print icon.

- Decide whether you want to cut-off the report

If you want to cut-off the report:

- Touch the Cut-Off icon.

Please note: If you select this icon, the encashment details shown on this report will not appear on any later report that you print during the Cash Account week.

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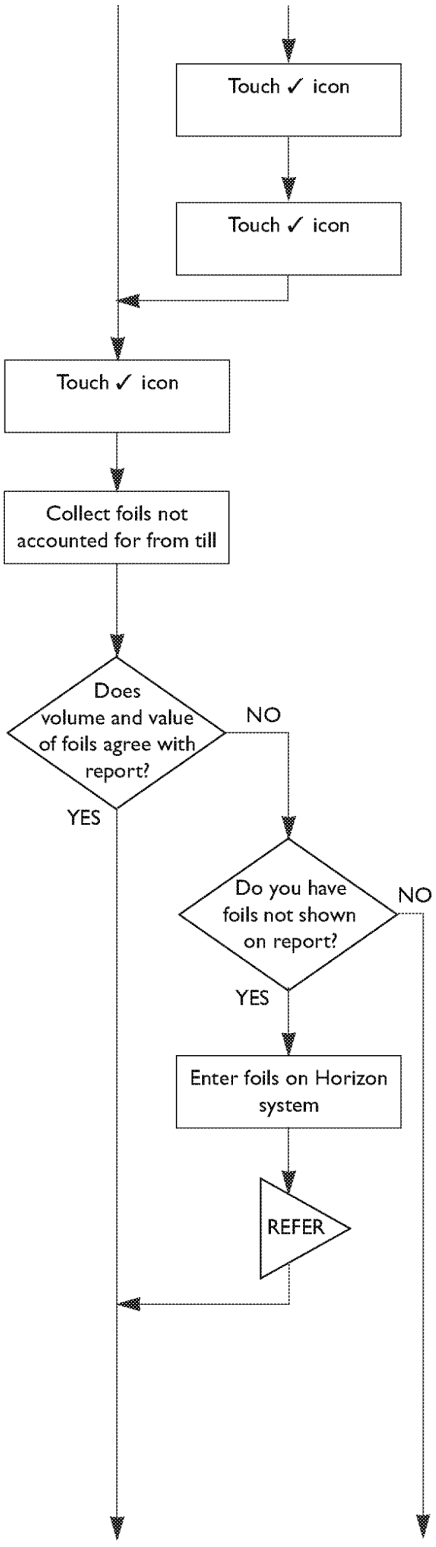
Non OBCS Pension & Allowances reports



- Touch the ✓ icon

- Touch the ✓ icon (when you see the 'cut off status processing complete' screen).

- Touch the ✓ icon.

- Collect the encashed foils that have not been accounted for from your till

- Check that the volume and value of foils agrees with what is printed on the report

- Decide whether you have foils on hand that do not appear on the report

If you have a foil/foils that do not appear on the report:

- Enter the value of the foils on the Horizon system as an encashed benefit transaction.

For information on encashing benefit, see subsection 14; Encashing benefit on an order book.

Please note: You may need to repeat this procedure if there is more than one foil. Any foils entered will appear on the next encashment report.

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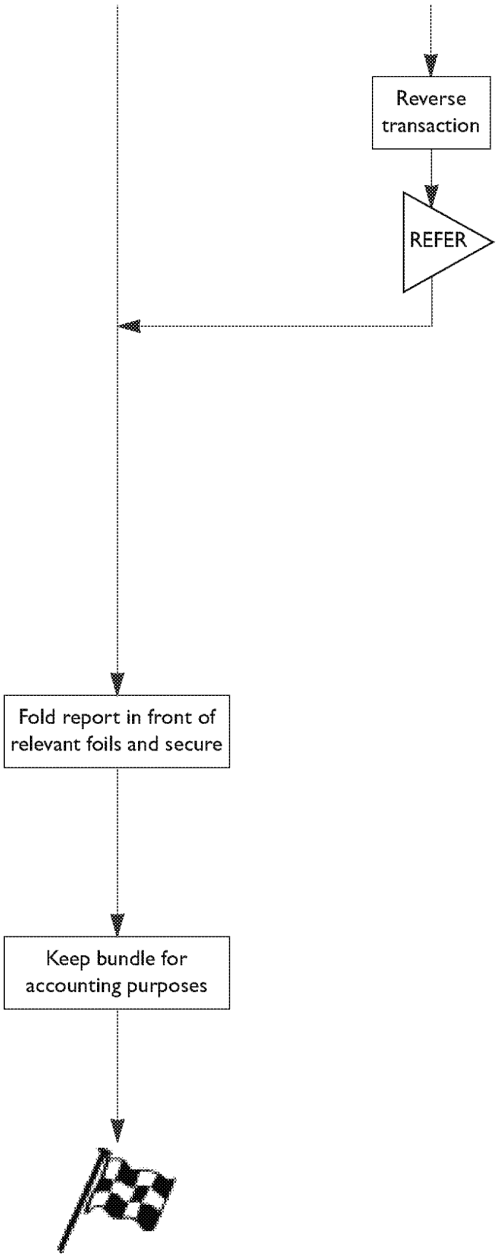
Non OBCS Pension & Allowances reports



If you have extra foils on the report:

- Use the Horizon system to reverse any transactions for which there is no P & A foil.

For information on reversals see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

Please note: If the encashment report has been cut off, you will need to remove any extra foils listed on the report manually. You should strike through the foil details and deduct from the volume and value totals on the report.You should print a new report.see subsection 5; Producing and reconciling a P&A weekly report. This report will show a negative value and should be discarded.

- Fold the weekly P&A report neatly in front of the relevant foils and secure with an elastic band, ensuring that the encashment totals are visible

Please note: The foils should all face the same way and be sorted into Pension and Allowance group numbers in ascending order of group number and value (whole pounds only).

- Keep the bundle safely for end of week accounting† See (i) below

i. See Counters Operations Manual; Social Security Agency booklet; Pensions and Allowances; Weekly accounting and despatch

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8 Viewing and printing planned orders and stock advice notices

Planned orders are notifications of the amount of cash and stock (including non-value) that is planned for delivery to your office.

Stock advice notices provide general information on remittances and tell you how and when to return obsolete/withdrawn stock, or whether to sell items to exhaustion.

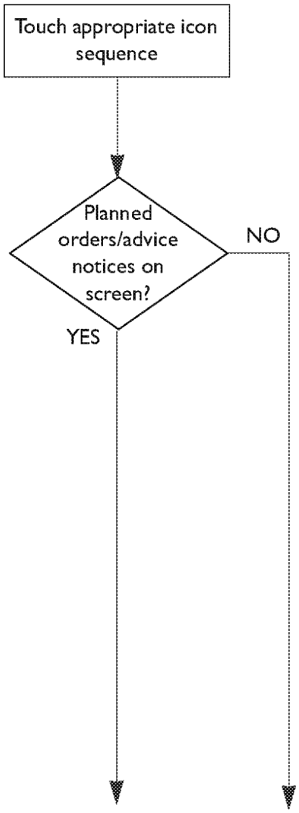
Selecting the report

Planned orders are selected by touching the following icon sequence:

- Reports
- Planned orders

Stock advice notices are selected by touching the following icon sequence:

- Reports
- Advice notices



- Select the Report you want by touching the appropriate icon sequence

- Examine the screen to see whether there are any planned orders/advice notices for the office

  Planned orders/advice notices will be displayed in a two-column pick list, the first column giving details of the order/advice notice, the second column giving its status.

  If a planned order/advice notice has not been viewed or printed, the status is 'New'. If a planned order/advice notice has been viewed or printed, its status is blank.

  If there are no planned orders/advice notices, the system displays a message saying that there are no planned orders/advice notices to view or print.

  Planned orders remain on the system for 10 days and advice notices for 30 days before being automatically deleted.

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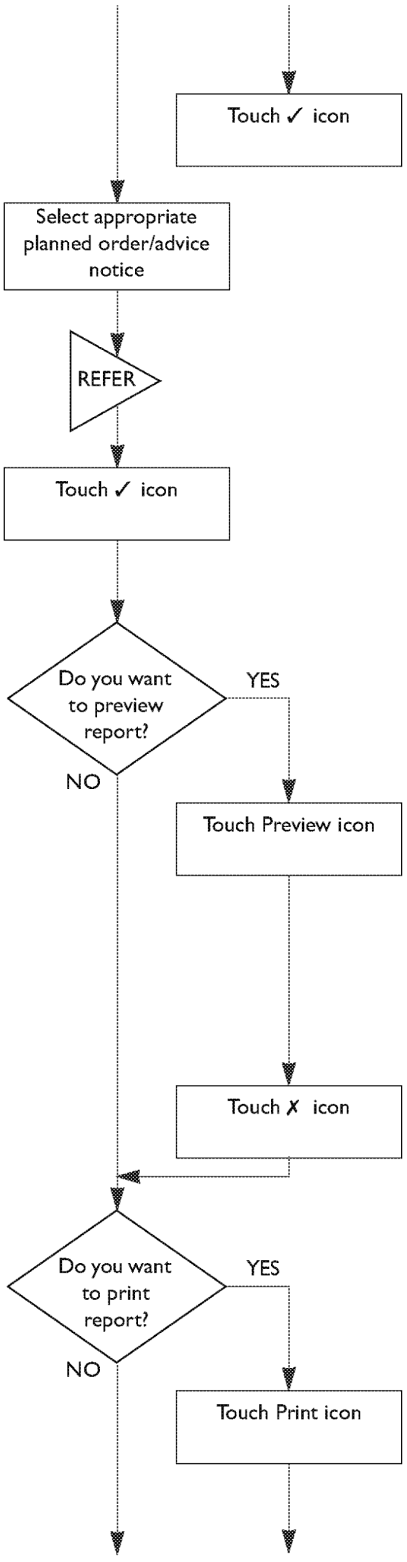
Logistics Feeder Service reports



If there are no planned orders/advice notices:

- Touch the ✓ icon to end the procedure.

The system will display the Reports menu.

- Select the appropriate planned order/advice notice by touching the appropriate row of the pick list

For information on using a pick list, see System Administration; System overview; Main functions of the system and how to move around it.

- Touch the ✓ icon

- Decide whether you want to preview the planned order/stock advice notice on the screen

If you want to preview the planned order/stock advice notice:

- Touch the Preview icon

To move up and down the page use the scroll bar on the right hand side of the screen or the arrow keys on the keyboard.

If there is more than one page, use the ☞ icon to scroll through the pages.

- Touch the ✗ icon to leave the report preview.

- Decide whether you want to print the report

If you want to print the report:

- Touch the Print icon

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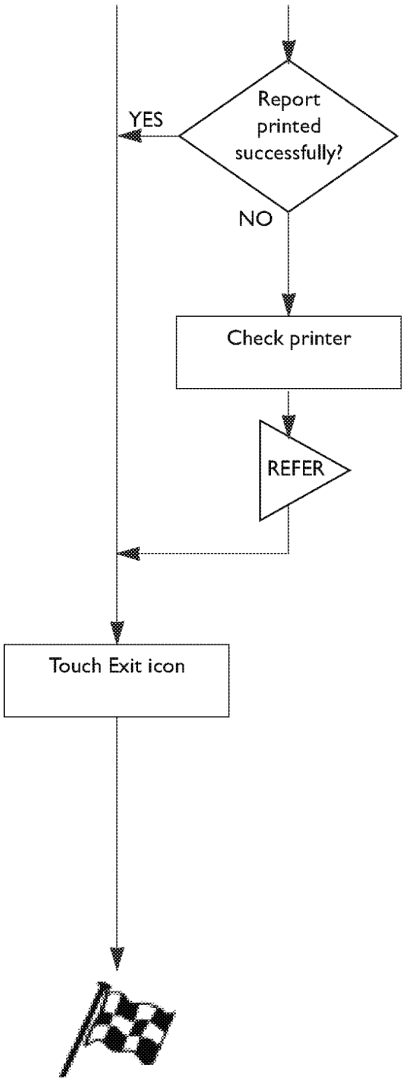
Logistics Feeder Service reports



- Check whether the report has printed successfully

If the report has not printed successfully:

- Check the printer.

For information on checking the printer and dealing with printer failure, see Transactions - Other - Part one; Transfers & remittances; LFS transaction procedures when parts of the Horizon system are unavailable.

- Touch the Exit icon

  If you have either viewed or printed a new planned order/advice notice before touching the Exit icon on the Produce Report screen, the status will be changed from 'New' to blank.

  If you have not viewed or printed a planned order/advice notice before touching the Exit icon, the status will remain unchanged.

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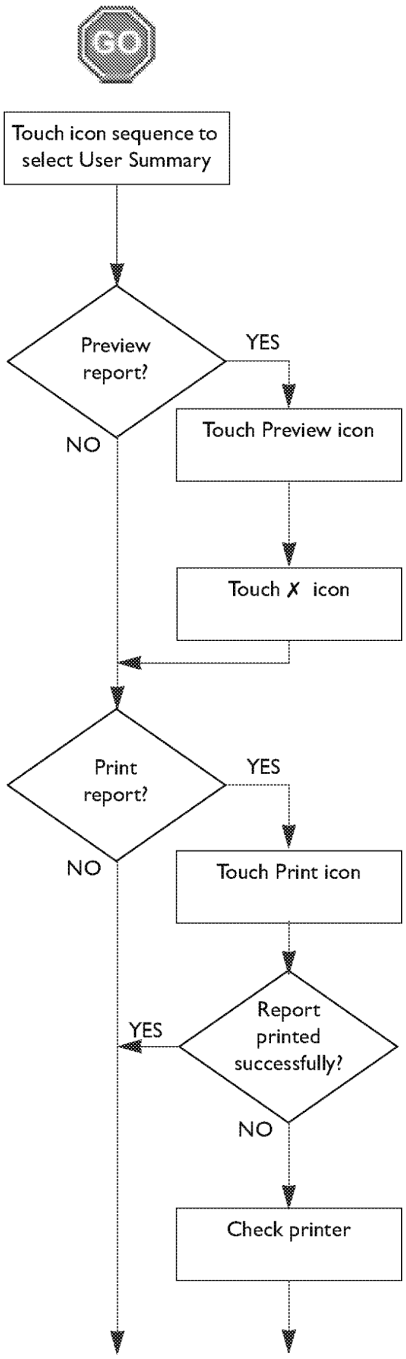
9 Producing user reports

9.1 Producing a list of users

When you need to produce the user list report listing all users in your office:



- From the Desktop, touch the following icon sequence to select User Summary:
  - Reports
  - Event Log
  - User Summary
- Decide whether you want to preview the report

If you want to preview the report:

- Touch the Preview icon to display the report

If the report contains more than one page, touch the ☞ icon to display the next page.

- Touch the ✗ icon to return to the Produce Report screen.

- Decide whether you want to print the report

If you want to print the report:

- Touch the Print icon.

The Horizon system will print the report on the counter printer.

- Check whether the report has printed successfully

If the report has not printed successfully:

- Check the printer.

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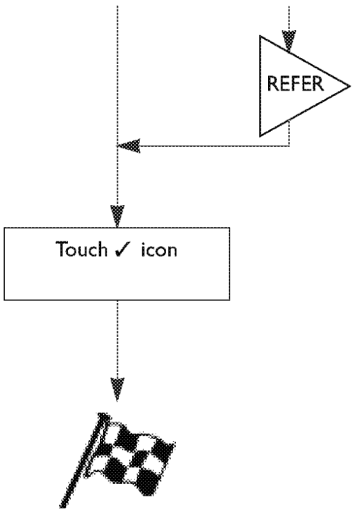
Administration reports



For information on checking the printer and dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the ✓ icon

  The system will return to the Reports Event Log screen

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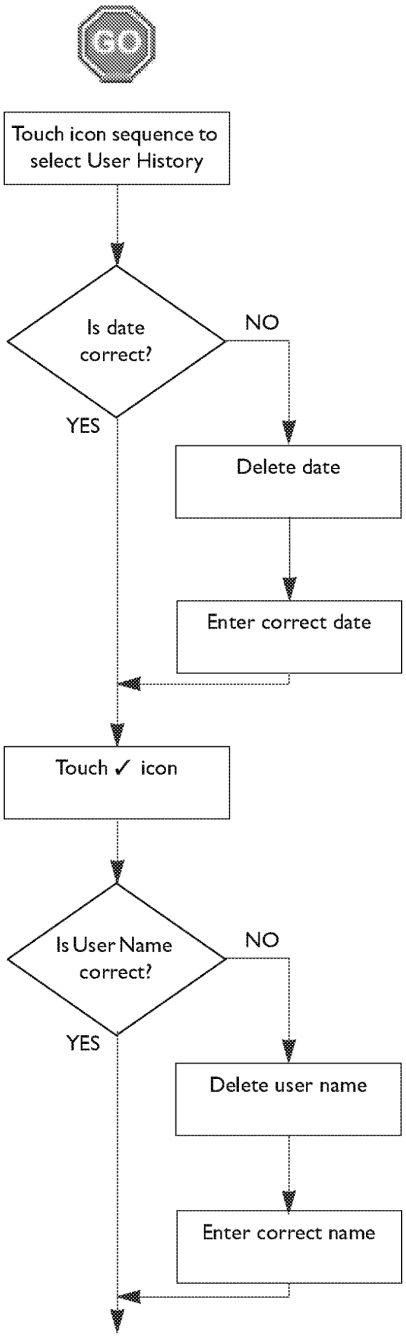
9.2 Producing a User History report

This report lists all user amendments for the period for a specific user, including:

- the creation date of the user
- all password settings/changes
- all group allocations
- all account disablements and deletions



- From the Desktop, touch the following icon sequence to select User History:
  - Reports
  - Event log
  - User History
- Examine the screen to see whether the date displayed is the date you require

If the date on the screen is incorrect:

- Delete the date by using the back space key on the keyboard
- Enter the correct date by using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon
- Examine the screen to see whether the correct User Name is displayed

If the User Name is incorrect:

- Delete the user name by using the back space key on the keyboard

Please note: If you leave this field blank, the Horizon system will print a report for all users.

- Enter the correct User Name, if required.

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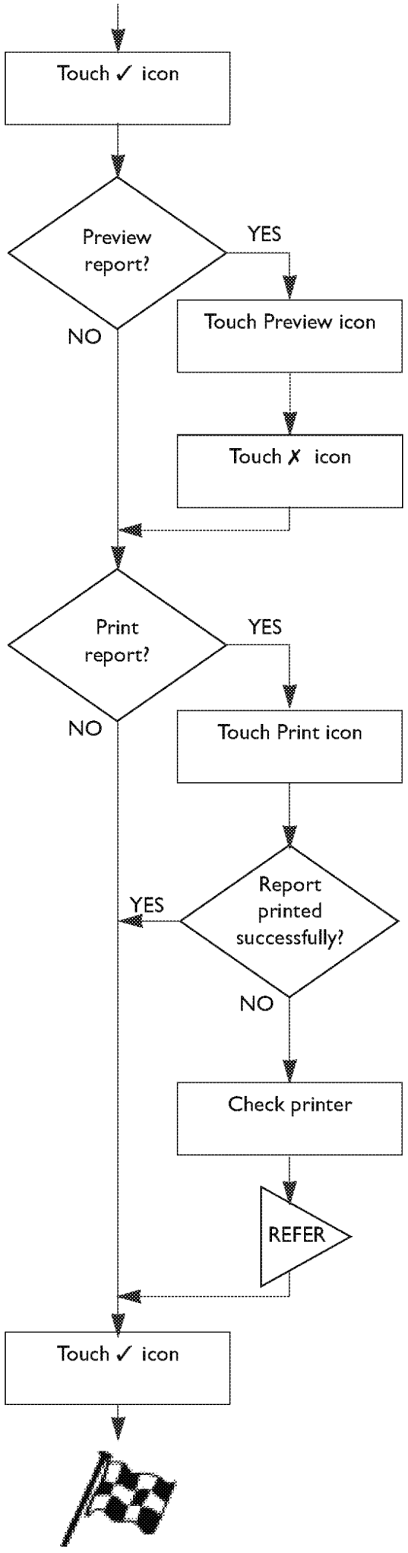
Administration reports



- Touch the ✓ icon

- Decide whether you want to preview the report

If you want to preview the report:

- Touch the Preview icon to display the report

If the report contains more than one page, touch the ☞ icon to display the next page.

- Touch the ✗ icon to return to the Produce report screen.

- Decide whether you want to print the report

If you want to print the report:

- Touch the Print icon.

The Horizon system will print the report on the counter printer.

- Check whether the report has printed successfully

If the report has not printed successfully:

- Check the printer.

For information on checking the printer and dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the ✓ icon

The system will return to the Reports Event Log screen.

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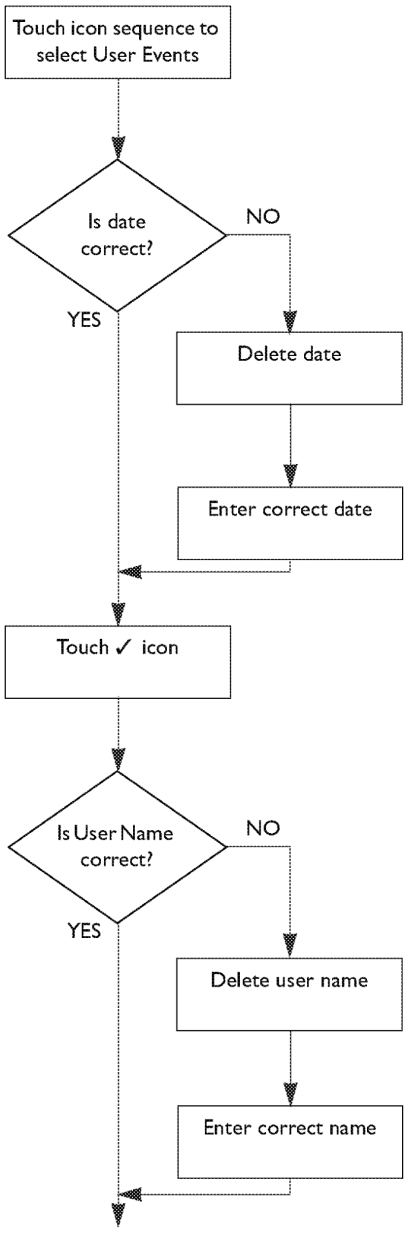
9.3 Producing a User Events report

The User Events report lists all log ons and log outs on the Horizon system for the period and specified user name including:

- the date
- the times of log ons
- the times of log outs



- From the Desktop, touch the following icon sequence to select User Events:
  - Reports
  - Event log
  - User Events
- Examine the screen to see whether the displayed date is the date you require

If the date on the screen is incorrect:

- Delete the date by using the back space key on the keyboard
- Enter the correct date by using either:
  - the keyboard
  - the on-screen number pad
- Touch the ✓ icon
- Examine the screen to see whether the correct User Name is displayed

If the User Name on the screen is incorrect:

- Delete the user name by using the backspace key on the keyboard

Please note: If you leave this field blank, the Horizon system will print a report for all users.

- Enter the correct User Name, if required.

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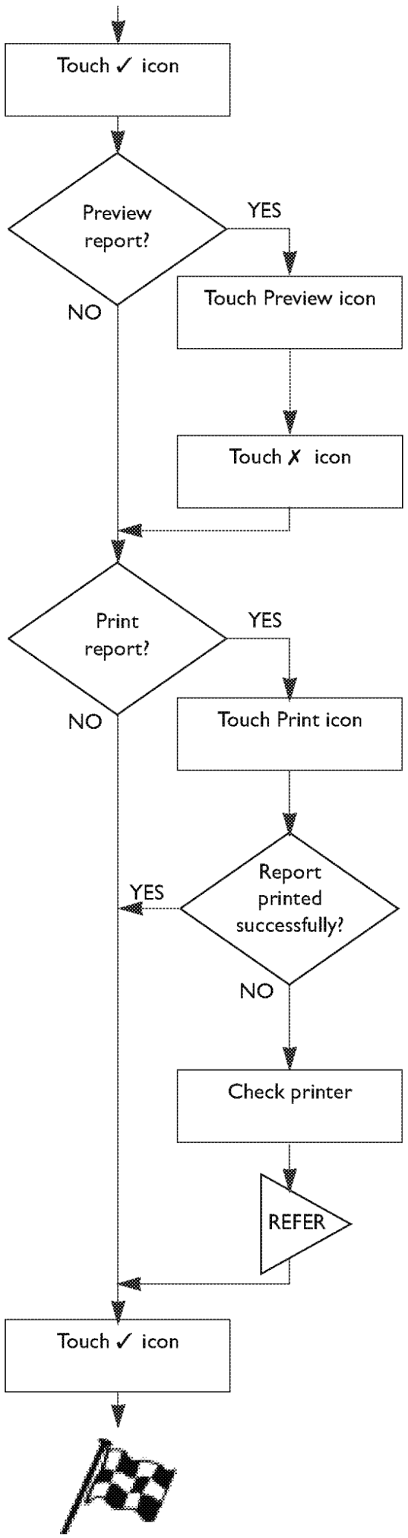
Administration reports



- Touch the ✓ icon

- Decide whether you want to preview the report

If you want to preview the report:

- Touch the Preview icon to display the report

Please note: If the report contains more than one page, touch the ☞ icon to display the next page.

- Touch the ✗ icon to return to the Produce Report screen.

- Decide whether you want to print the report

If you want to print the report:

- Touch the Print icon.

The Horizon system will print the report on the counter printer.

- Check whether the report has printed successfully

If the report has not printed successfully:

- Check the printer.

For information on checking the printer and dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the ✓ icon

The system will return to the Reports Event Log screen.

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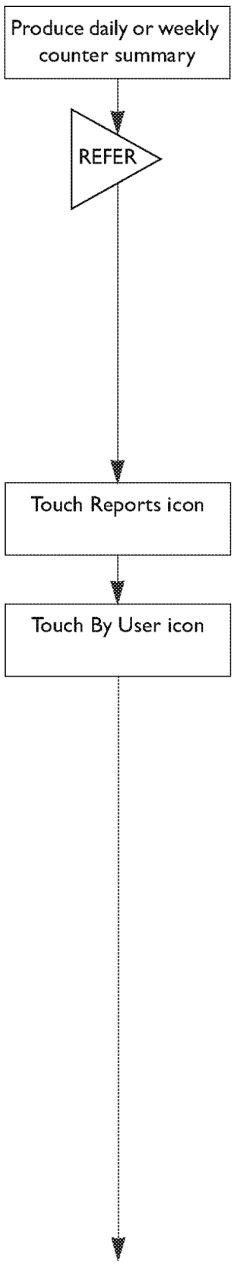
9.4 Shared stock unit by user reports

Use this procedure when you need to produce a report for a user on shared stock units.

For information on shared stock units, see Office Administration; Stock unit administration; Creating a stock unit.



- Produce a daily counter or weekly counter summary

  For information on producing a daily counter or weekly counter summary see subsection 1; Producing a daily counter summary or subsection 4; Producing a weekly counter summary.

  Please note: You must ensure that a stock unit report is produced and cut-off before you produce a user report. You must also ensure that all user reports have been produced before a further cut-off is set. Transactions shown on the user reports will then mirror what is contained on the stock unit report.

- Touch the Reports icon

- Touch the By User icon

  The Horizon system will display the appropriate Reports screen with the following reports options:

  - BT Bills
  - APS Transactn
  - OB Cheque
  - Cheques Listing
  - P+A Weekly
  - Green Giro
  - PO Paid
  - DVLA V10
  - DVLA V11
  - UKPA
  - Giro Deposits
  - Giro withdrawals
  - NS Deposits
  - NS Withdrawals
  - Rent Schemes
  - Bus Tokens

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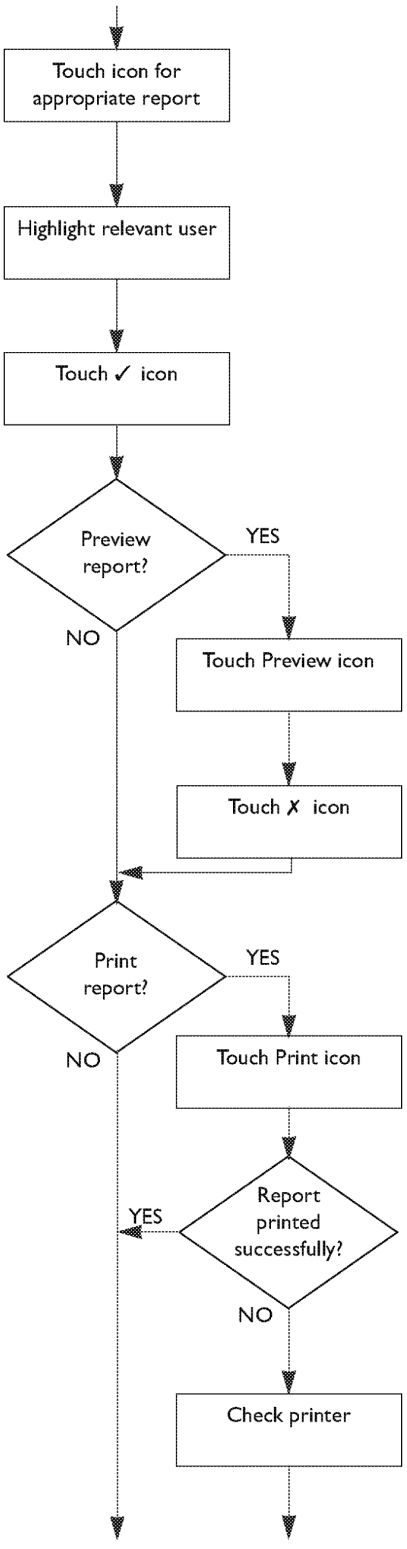
Administration reports



- Touch the icon for the appropriate type of report

  The Horizon system will display a list of users (you can scroll down the list using the arrow icons on the right hand side of the screen).

- Touch the relevant user to highlight it

- Touch the ✓ icon

  The Horizon system will display the Produce Report screen for the user you have selected.

- Decide whether you want to preview the report

  If you want to preview the report on the screen:

  - Touch the Preview icon to display the report

  Please note: If the report contains more than one page, touch the ☞ icon to display the next page.

  - Touch the ✗ icon to return to the Produce report screen.

- Decide whether you want to print the report

  If you want to print the report:

  - Touch the Print icon

  The Horizon system will print the report and then display the Produce Report screen.

  - Check whether the report has printed successfully

  If the report has not printed successfully:

  - Check the printer.

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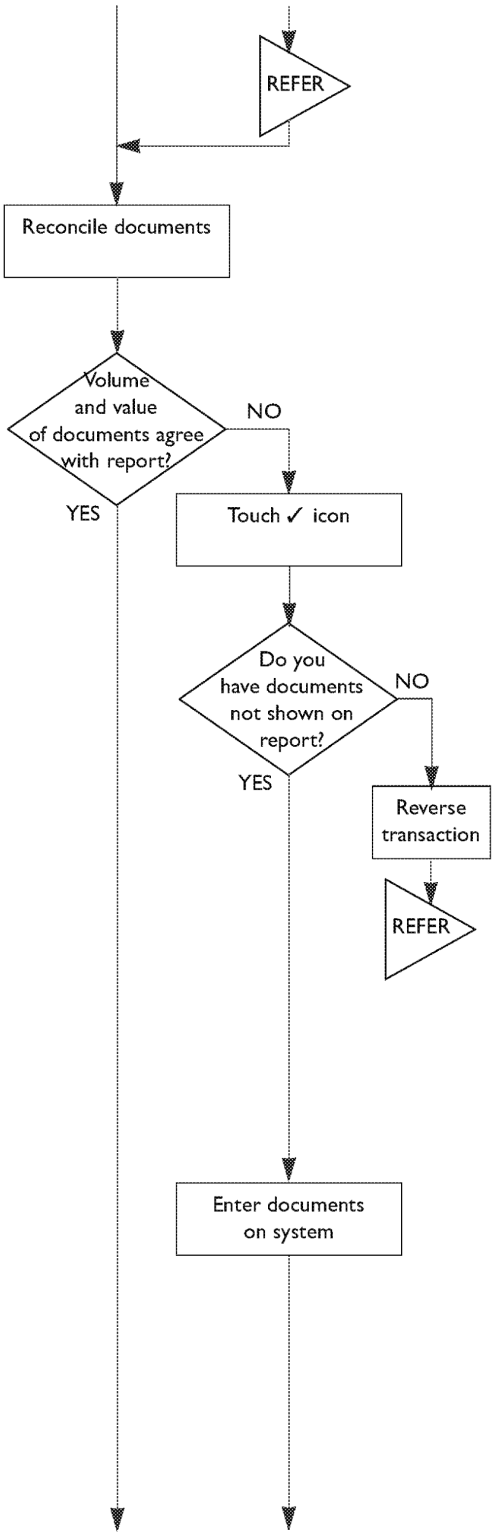
Administration reports



For information on checking the printer and dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Reconcile the relevant associated documents against either the screen total or the Horizon system produced report

- Check that the volume and value of documents agrees with what is printed on the report

If they do not agree:

- Touch the ✓ icon

- Decide whether you have documents on hand that do not appear on the report

If you have extra entries on the report:

- Use the Horizon system to reverse any transactions for which there is no document

For information on reversals, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

If you have documents that do not appear on the report:

- Enter the documents on the Horizon system

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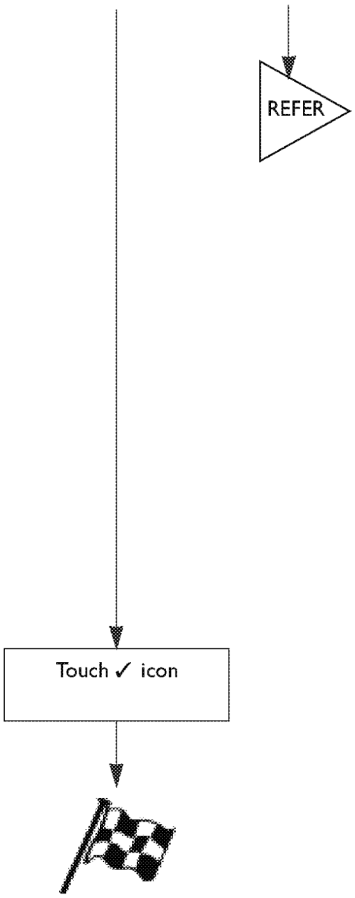
Administration reports



For information on

- entering receipt transactions, see Transactions - Serve Customer - Part two; Receipt transactions; Receipt transactions
- entering payments transactions, see Transactions - Serve Customer - Part two; Payment transactions; Payment transactions.

The reversal and correctly entered information will then appear on the next 'User' report taken after the next cut-off.

To ensure that the entries and the two reports are correct, you will have to alter them in manuscript.

Amendments will appear on the next stock unit summary and therefore the next By User report taken after the next stock unit cut-off report.

- Touch the ✓ icon.

  The Horizon system will return to the Reports screen.

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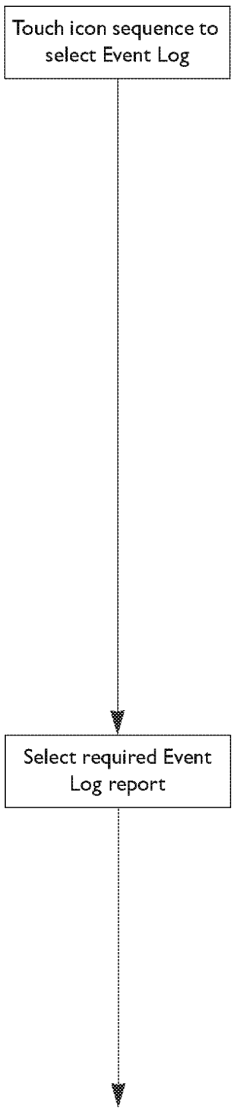
10 Producing an event log report

Use this procedure when you need to produce an event log of activites that have taken place on a stock unit.

The Horizon system will produce back dated reports up to a maximum of 35 days. Any date or Cash Account Period (CAP) you enter must be part of a whole Cash Account week.

For example: If a back dated report is required for a date which is 35 days ago, the Horizon system will not allow you to produce the report if that date is mid-way through a Cash Account week.



- Select the Event Log option by touching the following icon sequence:
  - Reports
  - Event Log

  The Reports Events Log screen is displayed, with the following icons in the centre:
    - All Events
    - Balancing
    - SU Balance
    - Reports
    - Confm Reports
    - Report Prod.
    - User/SU
    - Stock Unit
    - User
    - User Mntnce (there is no entry into this icon)
    - User to SU
    - Access Cntrl
    - User Summary
    - User History
    - User Events
- Select the event log report you want to produce by touching the appropriate icon

  Please note: You may only select one of the above items. For all reports (except User Summary which does not request any information) you will need to select the information or specify dates with which to restrict the information included in the report.

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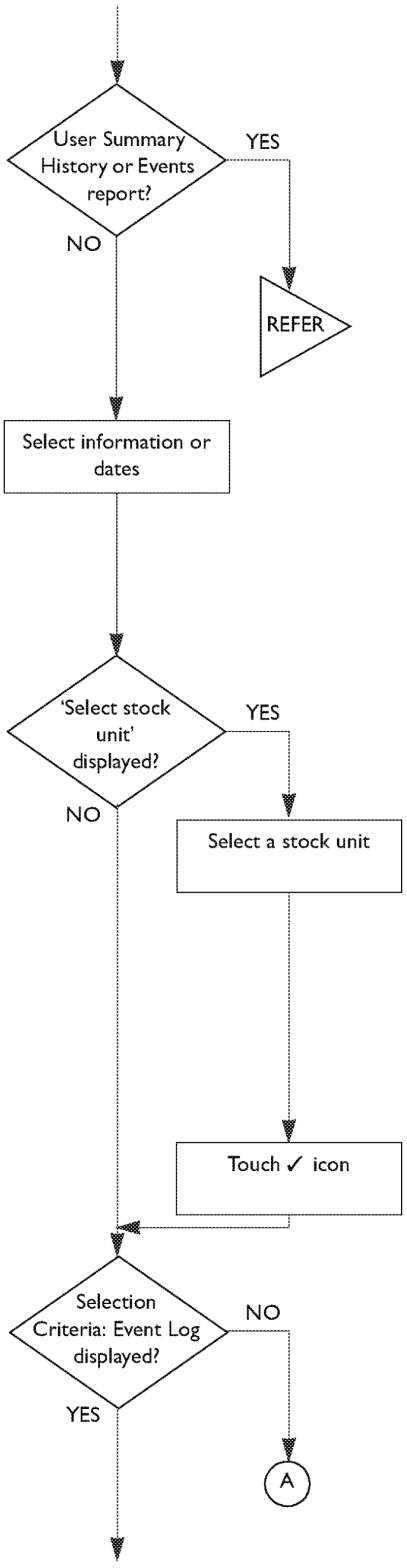
Administration reports



- Decide whether you require a User Summary, User History or User Events report

  If you require a user summary, user history or user events report:

  For further information on producing user reports, see subsection 9; Producing user reports.

- Select the information or specify the dates with which to restrict the information you wish to have included in the report

  The information requested depends on the type of report you have selected. For most reports, the Horizon system will only request Date From and Date To, so that you can specify the period for which you want the report.

- Examine the screen to see whether the message 'Select a Stock Unit list' is displayed

  If the 'Select a Stock Unit' list is displayed:

  - Touch the stock unit you want a report on

  The system will only allow one stock unit to be selected. Therefore, if an event log report is required for more than one stock unit you will need to produce separate event logs.

  If the stock unit you want is not shown, use the arrow keys on the right of the screen to move up and down the list.

  - Touch the ✓ icon to return to the Criteria: Event Log screen.

- Examine the screen to see whether the Selection Criteria: Event Log screen is displayed

  If the Selection Criteria: Event Log screen is not displayed:

  - Go to 'A' on page 43.

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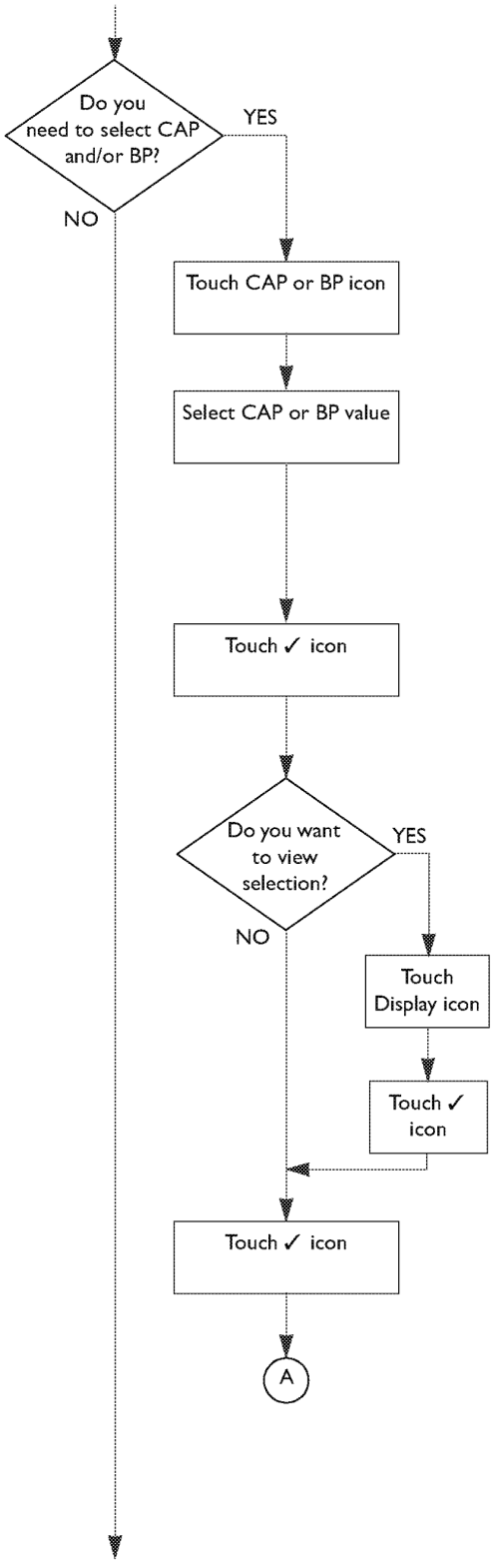
Administration reports



- Decide whether you need to specify a Cash Account Period (CAP) or a Balancing Period (BP)

If you need to specify a CAP or BP:

- Touch the CAP or BP icon

- Select the CAP or BP value using either:

- the keyboard
- the on-screen number pad

If the CAP or BP you want is not shown, use the arrow keys on the right of the screen to move up and down the list.

- Touch the ✓ icon

If you need to enter both a CAP and a BP, touch one icon first and enter the date, then touch the other icon and enter the date.The border of the icon will turn green when you have made a selection.

- Decide whether you want to view the selection you have made

If you want to view the criteria:

- Touch the Display icon to display the criteria

- Touch the ✓ icon to return to the Criteria: Event Log screen.

If you do not want to view the criteria:

- Touch the ✓ icon to display the Produce Report screen

- Go to 'A' below.

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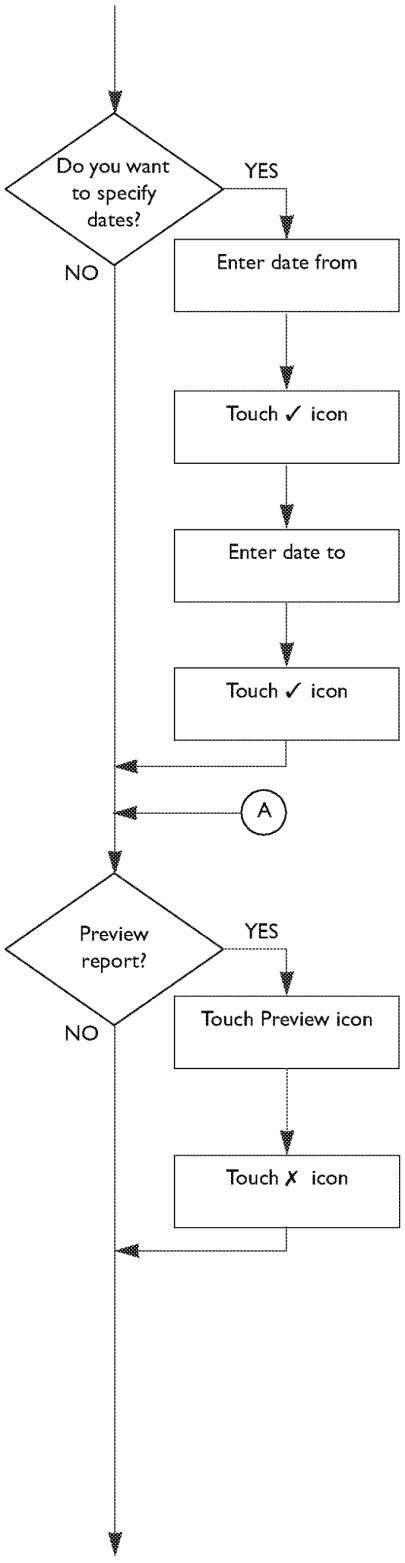
Administration reports



- Decide whether you want to specify 'Date From and Date To'

If you need to specify a 'Date From and Date To':

- Enter 'Date From'
- Touch the ✓ icon
- Enter 'Date to'
- Touch the ✓ icon.

The Produce Report screen will be displayed.

- Decide whether you want to preview the report

If you want to preview the report on the screen:

- Touch the Preview icon to display the report

If the report contains more than one page, touch the ☞ icon to display the next page.

- Touch the ✗ icon to return to the Produce Report screen.

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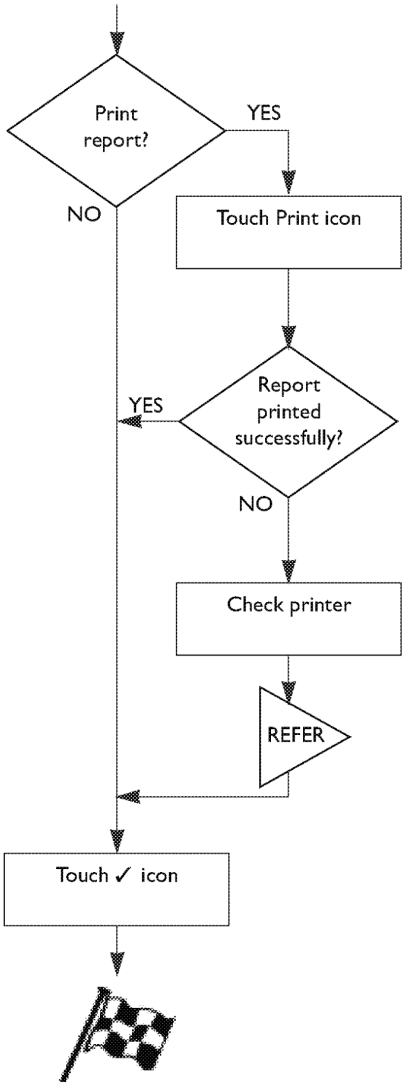
Administration reports



- Decide whether you want to print the report

If you want to print the report:

- Touch the Print icon.

- Check whether the report has printed successfully

If the report has not printed successfully:

- Check the printer.

For information on checking the printer and dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the ✓ icon to return to the Report Transaction Log screen.

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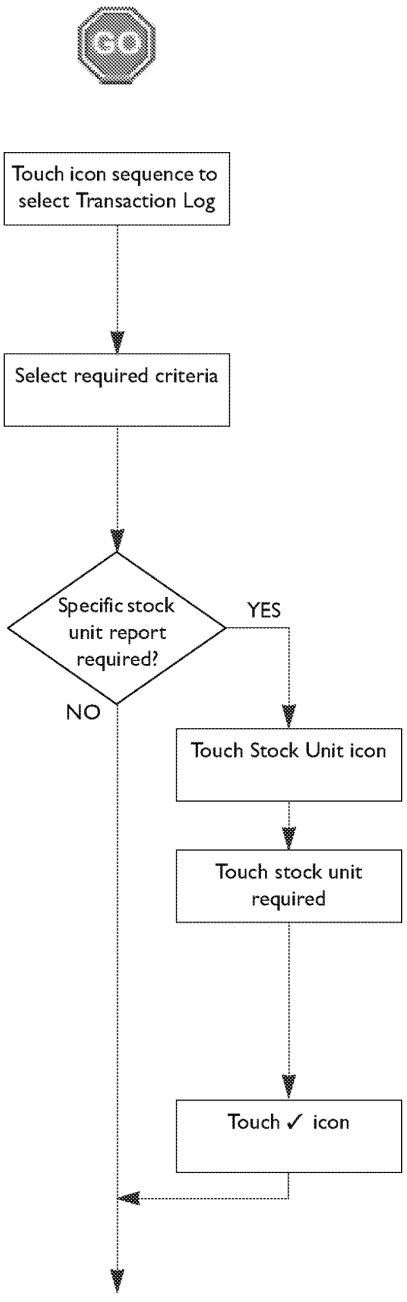
Administration reports

11 Producing a transaction log report



When you need to query any information on transactions which have been carried out:

Please note: The Horizon System will produce reports up to a maximum of 35 days previously. Any date or Cash Account Period (CAP) you enter must be part of a whole Cash Account week.

For example: If 35 days is mid-way through the accounting period for the week required, the system will not allow you to produce a report.

- Select the Criteria: Transaction Log screen by touching the following icon sequence:

  - Reports
  - Transaction Log

  The Criteria: Transaction Log screen is displayed

- Select the required criteria

  After selecting the criteria the icon is highlighted and the system will display the no entry sign to prevent re-selection. If you have selected a criteria in error, touch the Desktop icon and repeat this procedure from the beginning.

- Decide whether you want a report on a specific stock unit

  If you want a report on a specific stock unit:

  - Touch the Stock Unit icon to display a list of stock units

  The system will display a picklist of stock units

  - Touch the stock unit that you require a report on

  Please note: If the stock unit you want is not shown, use the arrow keys on the right of the screen to move up and down the list. If you do not specify a stock unit the report will contain information on all stock units withing your office.

  - Touch the ✓ icon

  The system will return to the Criteria screen

  .

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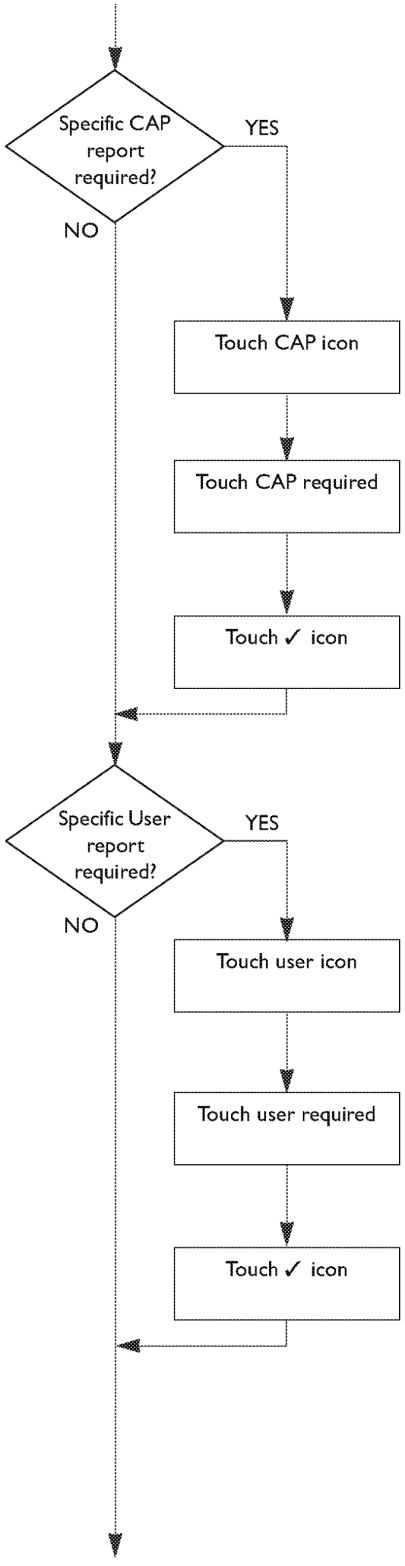
Administration reports



- Decide whether you need a report on a specific Cash Account Period (CAP)

Please note: A CAP can only be specified if a stock unit has been selected

If you need a report on a specific CAP:

- Touch the CAP icon

The system will display a picklist of CAPs.

- Touch the CAP that you require a report on

Please note: If the CAP you want is not shown, use the arrow keys on the right of the screen to move up and down the list.

- Touch the ✓ icon.

The system will return to the Criteria screen

- Decide whether you need a report on a specific user

If you need a report on a specific user:

- Touch the User icon

The system will display a picklist of users

- Touch the user that you require a report on

Please note: If the user you want is not shown, use the arrow keys on the right of the screen to move up and down the list.

- Touch the ✓ icon.

The system will return to the Criteria screen

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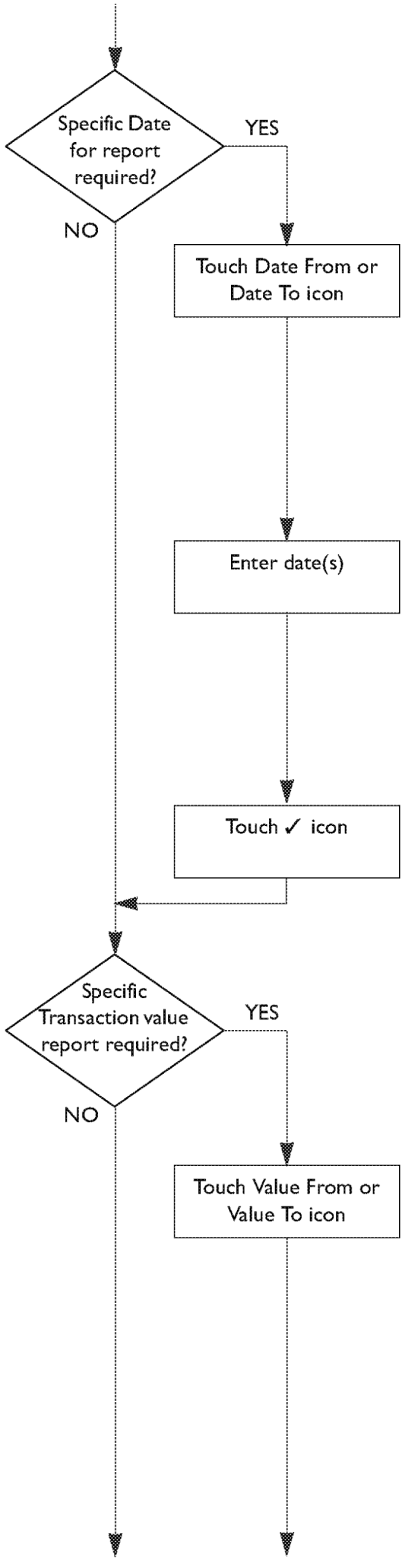
Administration reports



- Decide whether you need a report for a specific date

If you need a report for a specific date:

- Touch the Date From or Date To icon

Please note: If you need your report to contain both the Date From and Date To information, touch the Date From icon and enter the date you want the report to start from, then touch the Date To icon and enter the date you want the report to finish

- Enter the date(s) you want a report in the format DD/MM/YY by using either the:
  - keyboard
  - on screen keypad

Please note: Before accepting the dates check that they are correct, if they are incorrect touch the ✗ icon and re-enter the date.

- Touch the ✓ icon.

The system will return to the Criteria screen.

- Decide whether you need a report for specific transaction values

If you need a report for specific Transaction values:

- Touch the Value From or Value To icon

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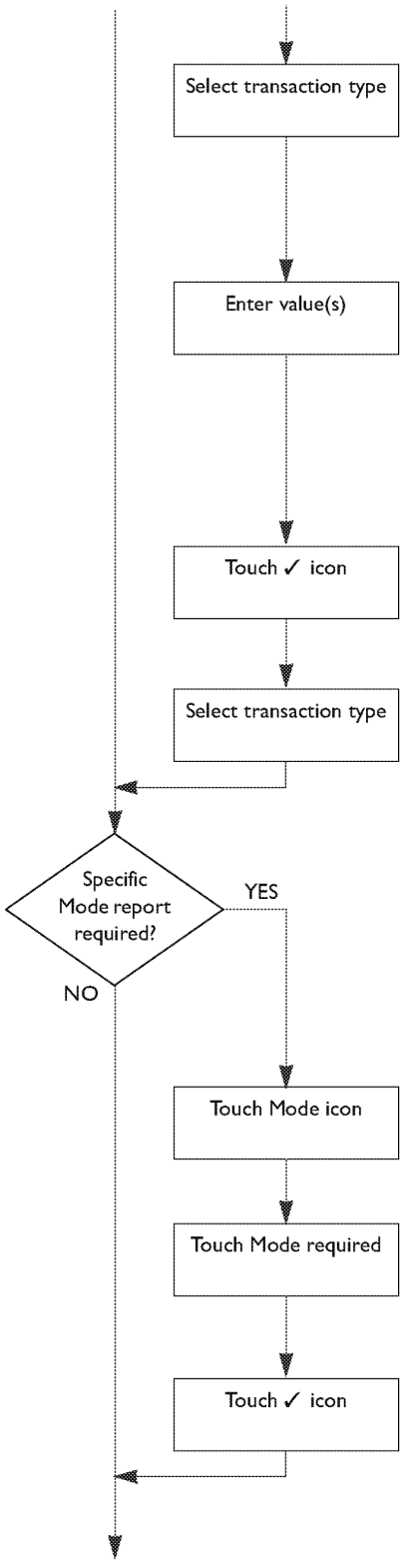
Administration reports



- Select transaction type (This will either be receipt or payment)

Please note: If you need your report to contain both the Value From and Value To information, touch the Value From icon and Value To icon separately

- Enter the value(s) you want a report on by using either:
  - the keyboard
  - the on-screen keypad

Please note: Before accepting the values check that they are correct, if they are incorrect touch the ✗ icon and re-enter the date.

- Touch the ✓ icon

- Select the transaction type.

The system will return to the Criteria screen.

- Decide whether you need a report on a specific mode

Please note: A mode is a particular type of activity (for example, a remittance in).

If you need a report on a specific mode:

- Touch the Mode icon

The system will display a picklist of modes.

- Touch the mode that you require a report on

Please note: If the mode you want is not shown, use the arrow keys on the right of the screen to move up and down the list.

- Touch the ✓ icon.

The system will return to the Criteria screen.

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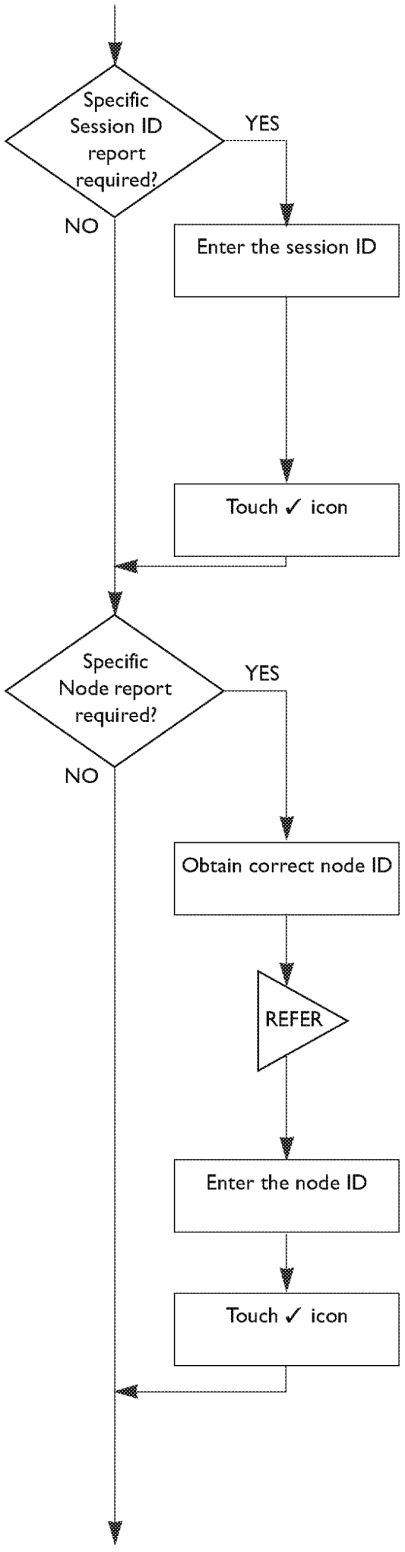
Administration reports



- Decide whether you need a report for a specific Session ID

If you need a report for a specific Session ID:

- Enter the Session ID you want a report on by using either:
  - the keyboard
  - the on-screen keypad

Please note: Before accepting the Session ID check that it is correct. If it is incorrect touch the ✗ icon and re-enter the date.

- Touch the ✓ icon

The system will return to the Criteria screen.

- Decide whether you need a report for a specific node

Please note: A node is an individual Horizon workstation.

If you need a report for a specific node:

- Obtain the correct node ID

For information on obtaining the correct node ID, see System Administration; System overview; Main functions of the system and how to move around it.

- Enter the ID of the node you want a report on by using either:
  - the keyboard
  - the on-screen keypad
- Touch the ✓ icon.

The system will return to the Criteria screen.

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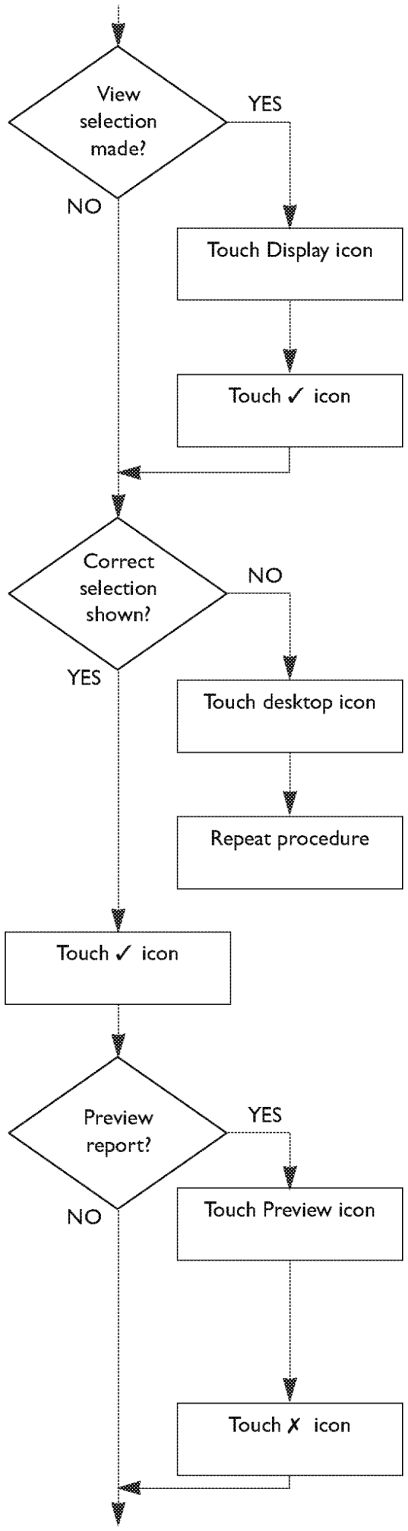
Administration reports



- Decide whether you need to view the selection criteria you have made

  If you need to view the selection you have made:

  - Touch the Display icon to display the selection criteria
  - Touch the ✓ icon.

  The system will return to the Criteria screen.

  Please note: The border of the icon on the Criteria screen will turn green when you have entered a selection.

- Examine the screen to see whether the correct selection(s) are shown

  If the correct selection is not shown:

  - Touch the Desktop icon
  - Repeat the procedure from the flow-chart box 'Select required criteria' on page 45.

- Touch the ✓ icon

- Decide whether you want to preview the report

  If you want to preview the report:

  - Touch the Preview icon to preview the report on the screen.

  Please note: There will be a delay before a preview of the report is displayed. If the report contains more than one page, touch the ☞ icon to display the next page.

  - Touch the ✗ icon

  The system will return to the Produce Report screen.

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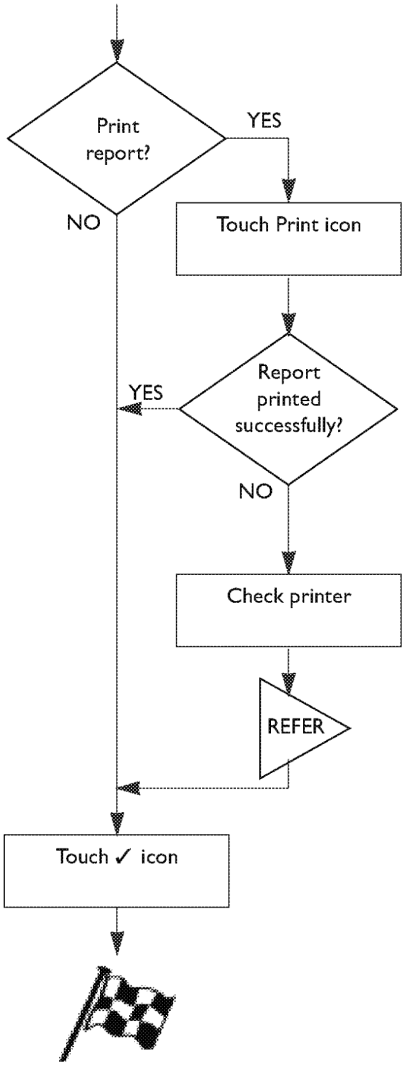
Administration reports



- Decide whether you want to print the report

If you want to print the report:

- Touch the Print icon.

The Horizon system will print the report and then return to the Produce Report screen.

- Check whether the report has printed successfully

If the report has not printed successfully:

- Check the printer.

For information on checking the printer and dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the ✓ icon

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12 Event Log report: activity checklist

- Please use the following checklist to decide which activites you should carry out when you need to produce an Event Log report for any situation.

Activity	All activites	Balancing	Office Balancing	Stock Unit Balancing	Reports	Confirm Reports	Reports Produced	User/ Stock Unit	Stock Unit	User	User Maintenance	User to Stock Unit	Access Control	User Summary	User Events	User History
Inactive Rollover Failed	✓	✓	✓													
Inactive Stock Unit Rollover	✓	✓	✓													
Rollover Abandoned	✓	✓		✓												
Rollover Complete	✓	✓		✓												
User attached	✓							✓				✓				
Stock Unit Created	✓							✓	✓							
Stock Unit Deleted	✓							✓	✓							
Logon Completed	✓									✓			✓			
Logoff Completed	✓									✓			✓			
Office Balance Failed	✓	✓	✓													
Not Zero Stock Delete Stock Unit failed	✓							✓								
User attached Delete SU failed	✓							✓								
Not balanced Delete Stock Unit failed	✓							✓								

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Administration reports

Activity	All activites	Balancing	Office Balancing	Stock Unit Balancing	Reports	Confirm Reports	Reports Produced	User/ Stock Unit	Stock Unit	User	User Maintenance	User to Stock Unit	Access Control	User Summary	User Events	User History
Declaration Complete	✓	✓		✓												
Declaration Abandoned	✓	✓		✓												
Declaration Complete with Disrecpancy	✓	✓		✓												
Position Locked	✓									✓			✓			
Position Unlocked	✓									✓			✓			
Unlock Failed	✓									✓			✓			
Forced Logoff	✓									✓			✓			
Report Confirmed	✓				✓	✓										
Report Printed	✓				✓		✓									
Report Previewed	✓				✓		✓									
Inactive Rollover Failed	✓	✓	✓													
Discrep Committed	✓	✓		✓												
Balance Checks Failed voucher/RD cheques	✓	✓		✓												
Balance Checks Failed Neg stock	✓	✓		✓												
Revaluation abandoned	✓	✓		✓												

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Administration reports

Activity	All activites	Balancing	Office Balancing	Stock Unit Balancing	Reports	Confirm Reports	Reports Produced	User/ Stock Unit	Stock Unit	User	User Maintenance	User to Stock Unit	Access Control	User Summary	User Events	User History
Cash Acc Created	✓	✓	✓													
Office CAP rolled	✓	✓	✓													
Office CAP Roll Abandoned	✓	✓	✓													
Office Balance Failed	✓	✓	✓													
Stock Unit Balancing	✓	✓		✓												
Delete Stock Unit failed	✓							✓								
1 week CAP	✓	✓	✓													
2 week CAP	✓	✓	✓													
3 week CAP	✓	✓	✓													
Logon	✓														✓	
Logout	✓														✓	
Failed Logon	✓														✓	
Failed Logout	✓														✓	

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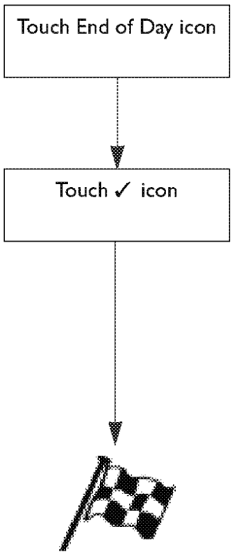
13 Viewing the end of day activity list

When you wish to view the end of day activity list:



- Touch the End of Day icon on the Desktop

  The system displays the End of Day activity list reminder screen.

- Touch the ✓ icon.

  The system returns to the Desktop.

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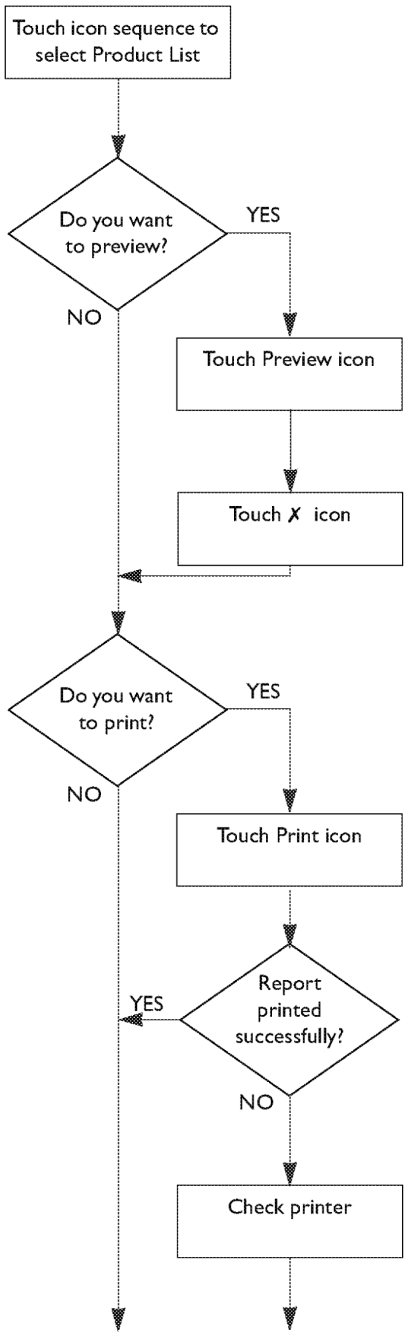
14 Printing a product list

When you wish to produce a list of all products for sale in your office, and a list of all the reference data changes to products in the last three months:



- Select the Product List option by touching the following sequence of icons
  - Reports
  - Product List

  The Horizon system will display the Report screen.

- Decide whether you want to preview the report

  If you want to preview the report:

  - Touch the Preview icon

  - Touch the ✗ icon to return to the Report screen.

- Decide whether you want to print the report

  If you want to print the report:

  - Touch the Print icon

  The system will print the report and return to the Report screen.

  - Check whether the report has printed successfully

  If the report has not printed successfully:

  - Check the printer.

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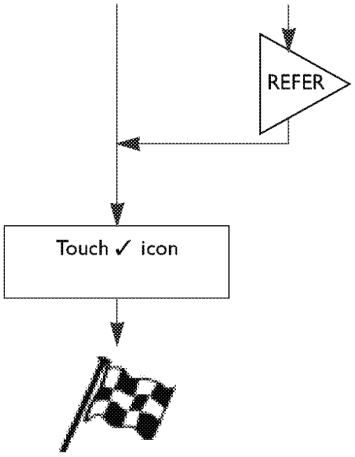
Administration reports



For information on checking the printer and dealing with printer failure, see Office Administration; System failure; Equipment Failure Checklist (dealing with equipment failure).

- Touch the ✓ icon to return to the Reports menu.

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Balancing an individual stock unit

Introduction

This booklet contains instructions for making declarations for and balancing individual and shared stock units, producing an office cash account and miscellaneous stock unit activities such as rolling over an inactive stock unit.

For information about printing daily summaries and cash account reports see Reports; Weekly summaries.

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Balancing an individual stock unit

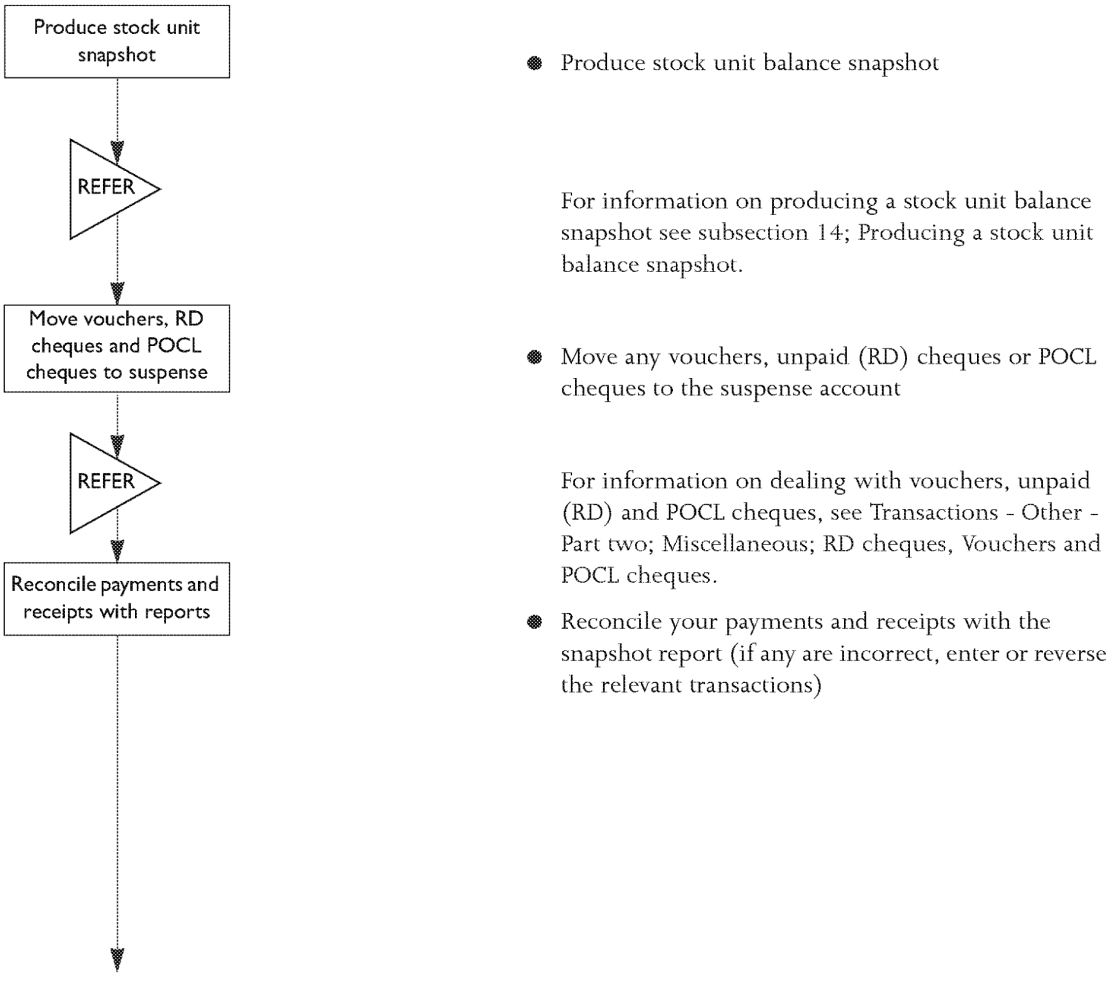
1 Balancing a stock unit

1.1 Checking that all tasks are completed before balancing

Use this procedure when you need to complete all final tasks on an individual stock unit prior to balancing.

Before you start this procedure you must:

- check all stock against the system held values (see subsection 2; Adjusting stock);
- declare your cash (see subsection 6; Declaring your cash);
- declare your stamps (see subsection 5; Declaring your stamps)
- declare your non-value stock (see subsection 4; Declaring non-value stock in individual stock units).



- Produce stock unit balance snapshot

  For information on producing a stock unit balance snapshot see subsection 14; Producing a stock unit balance snapshot.

- Move any vouchers, unpaid (RD) cheques or POCL cheques to the suspense account

  For information on dealing with vouchers, unpaid (RD) and POCL cheques, see Transactions - Other - Part two; Miscellaneous; RD cheques, Vouchers and POCL cheques.

- Reconcile your payments and receipts with the snapshot report (if any are incorrect, enter or reverse the relevant transactions)

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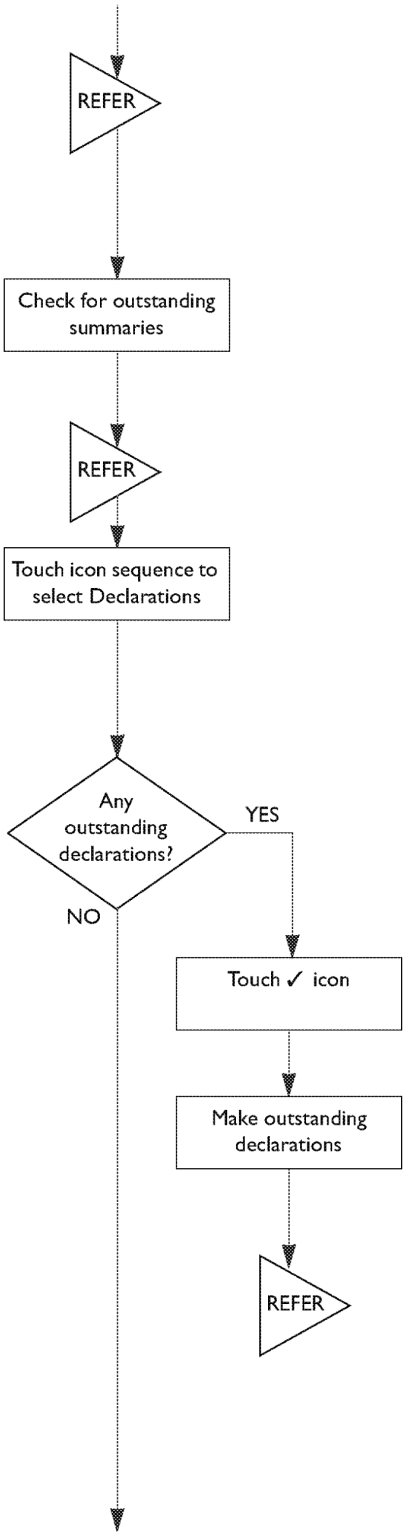
Balancing an individual stock unit



For information on

- entering payments transactions, see Transactions - Serve Customer - Part two; Payment transactions
- entering receipt transactions, see Transactions - Serve Customer - Part two; Receipt transactions
- reversing transactions, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions

- Check whether there are any summaries outstanding

For information on dealing with outstanding summaries, see subsection 12; Checking and producing outstanding summaries.

- Select the Declarations option to check that stamps and cash are declared by touching the following icon sequence:

  - Stock Balancing
  - Declarations

  The Horizon system will display a list of all declarations made.

- Decide whether there are any outstanding declarations that do not appear on the list

If any declarations are outstanding:

- Touch the ✓ icon

- Make any outstanding declarations.

Please note: A postage stamp,cash and non-value stock declaration must be made before the system will allow you to complete the balance procedure.

For information on making outstanding declarations see:

- subsection 6; Declaring your cash,
- subsection 5; Declaring your stamps and
- subsection 4; Declaring non-value stock in individual stock units

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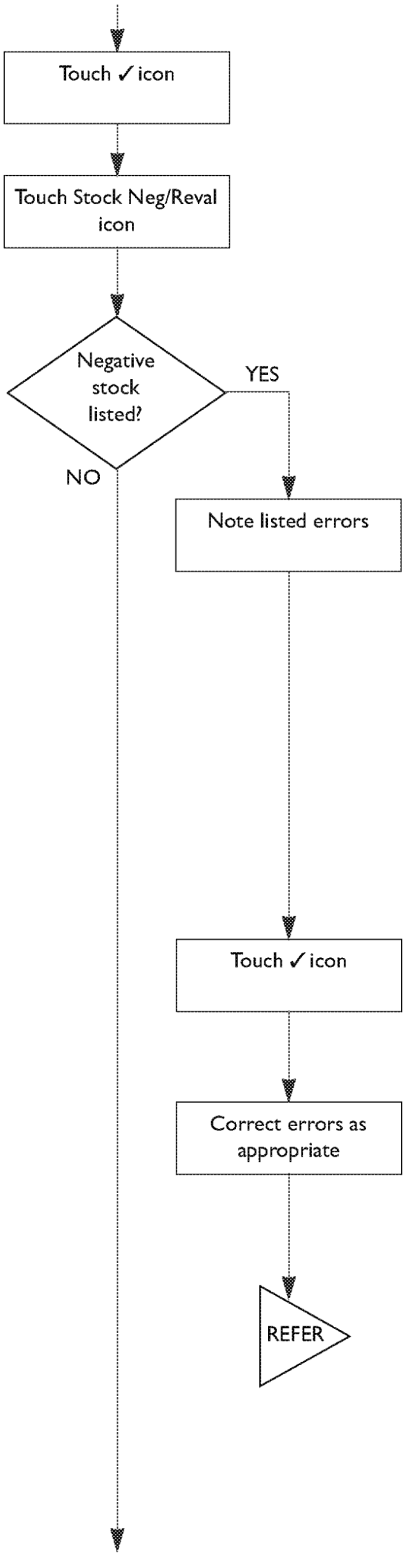
Balancing an individual stock unit



- Touch the ✓ icon.

  The Horizon system will return to the Stock Balancing screen.

- Touch the Stock Neg/Reval icon

- Check whether the Horizon system is listing any negative stock or revaluation errors

If the system is listing negative stock or revaluation errors:

- Note the errors listed

Negative stock can be caused for any of the following reasons:

- a Remittance has not been brought to account; for information on Remittances, see Transactions - Other - Part one booklet; Transfers & remittances; Dealing with remittances
- a transfer has not been brought to account; for information on transfers, see Transactions - Other - Part one booklet; Transfers & remittances; Transferring cash and stock
- stock levels need adjusting; for information on adjusting stock see subsection 2; Adjusting stock

- Touch the ✓ icon

- Correct the errors as appropriate (either by reversing transactions or adjusting stock)

Please note: You will not be able to complete a stock unit balance until negative stock errors are corrected.

For information on:

- adjusting stock, see subsection 2; Adjusting stock.
- reversals, see Transactions - Other - Part two booklet; Reversing transactions; Reversing Electronic Point of Sale transactions.

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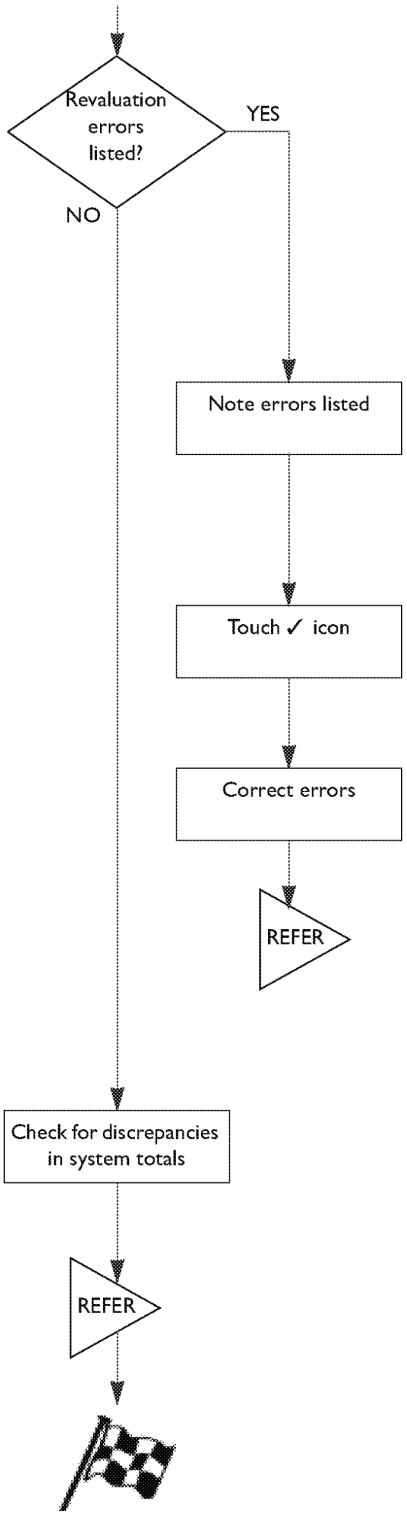
Balancing an individual stock unit



- Check whether the Horizon system is showing revaluation errors

  The system checks the accuracy of any revaluation of fixed price products that have taken place during the current CAP.

  The system identifies revaluation discrepancies by checking that the system held balance equals the system held quantity multiplied by price.

  If the system is showing errors:

  - Note the errors listed

  Revaluation errors can be a result of any of the following:

  - The revaluation was not carried out
  - You have overstated your revaluation
  - You have understated your revaluation

  - Touch the ✓ icon

  - Correct errors as appropriate by performing the required revaluation or by reversing an incorrect revaluation and repeating it correctly

  For information on:

  - revaluation see Transactions - Other - Part two; Miscellaneous
  - reversals see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions

- Check for any discrepancies in the system totals

  For information on dealing with discrepancies, see subsection 8; Checking for discrepancies before balancing.

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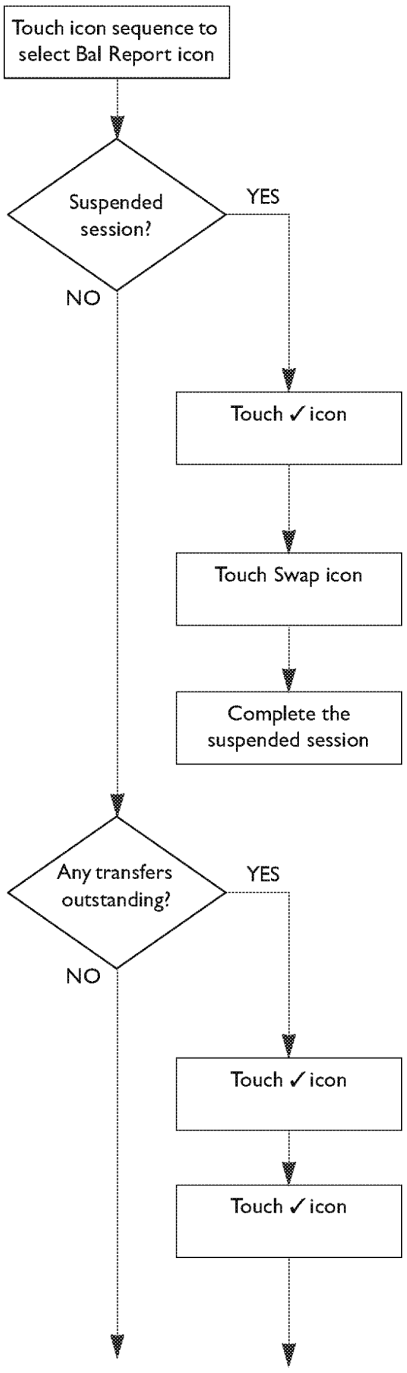
Balancing an individual stock unit

1.2 Producing the stock unit balance



- Select the Bal Report icon by touching the following icon sequence:
  - Stock Balancing
  - Bal Report
- Examine the screen to see whether there is a suspended session in existence

  The system will display a warning message if there is a suspended session in existence

  If there is a suspended session present:

  - Touch the ✓ icon
  - Touch the Swap icon
  - Complete the suspended session.
- Examine the screen to see whether there are any transfers outstanding

  The system will display a warning message if there are any transfers outstanding.

  If there are outstanding transfers:

  - Touch the ✓ icon
  - Touch the ✓ icon.

  The system will return to the Stock Balancing screen

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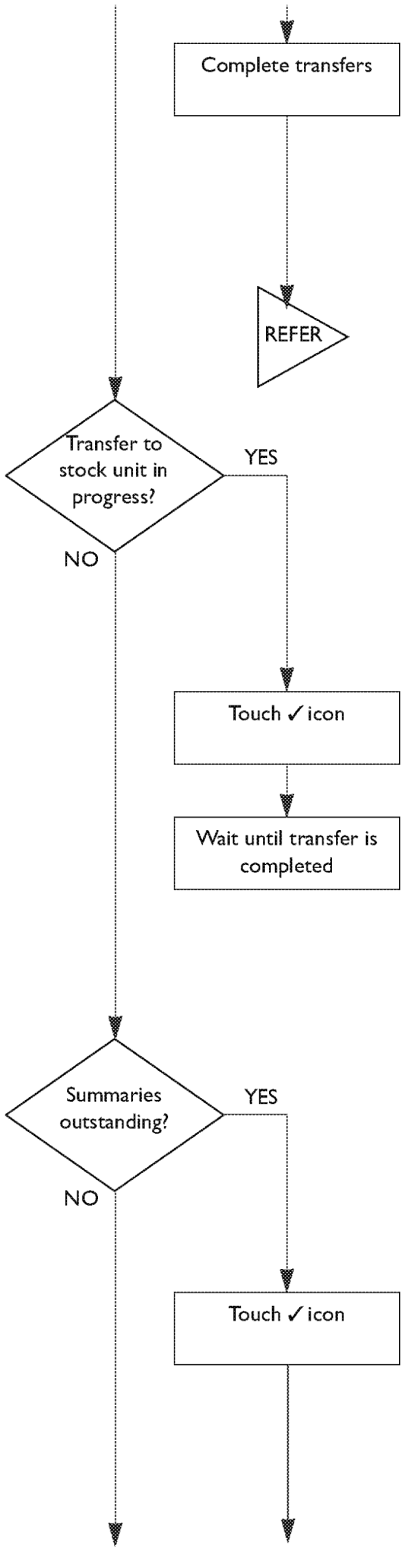
Balancing an individual stock unit



- Complete any outstanding transfers.

Please note: The system will allow a stock unit to balance if there are outstanding transfers but roll over is limited to the next BP. To roll the stock over to the next CAP the transfer must be accepted by the recipient or reversed by the supplier.

For information on completing outstanding transfers, see Transactions - Other - Part one booklet; Transfers & remittances; Transferring cash and stock.

- Examine the screen to see whether there is a transfer from another stock unit to your stock unit in progress

The system will display a warning message if there is a transfer in progress.

If there is a transfer to the stock unit in progress:

- Touch the ✓ icon

The system will return to the Stock Balancing screen

- Wait until the transfer is completed.

Please note: Once the transfer has been completed you will need to enter this before proceeding further. For information on entering transfers, see Transactions - Other - Part one booklet; Transfers & remittances; Transferring cash and stock.

- Examine the screen to see whether there are any summaries outstanding

The system will display a warning message if there are any summaries outstanding.

If there are summaries oustanding:

- Touch the ✓ icon

The system will display the Summaries outstanding screen. The screen displays a picklist of summaries and indicates which ones are mandatory.

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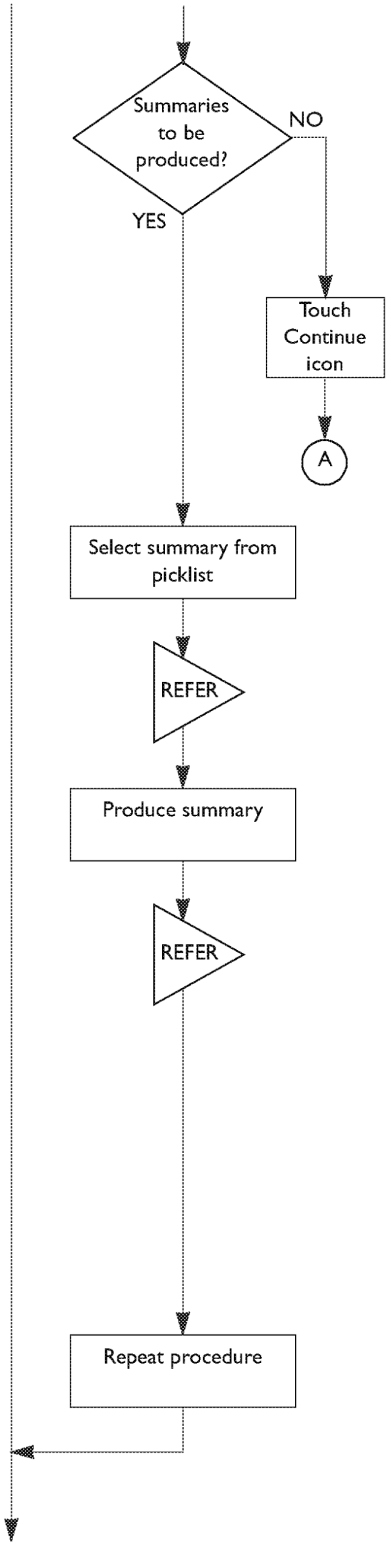
Balancing an individual stock unit



- Decide whether there are any manadatory summaries you need to produce

Please note: You cannot proceed with balancing until you produce all outstanding mandatory summaries.

If all of the summaries outstanding are not mandatory and you do not wish to produce these summaries:

- Touch the Continue icon to continue with the stock unit balance

- Go to 'A' on page 8

- Select the summary required from the picklist

For information on using picklists, see System Administration; System features; Using picklists.

- Produce the summary required.

If producing a counter daily summary, see Reports; Daily summaries; Producing a daily counter summary starting the procedure from the flowchart box 'Preview report on screen?' on page 4 and finishing after flowchart box 'Is cut-off required?' on page 6.

If producing a counter weekly summary, see Reports; Weekly summaries; Producing a weekly counter summary starting the procedure from the flowchart box 'Do you want to preview report?' on page 15 and finishing after flowchart box 'Is cut-off required?' on page 18.

- Repeat procedure from flowchart box 'Summaries to be produced?' on page 7

Please note: Once all summaries have been produced and cut off, a message will be displayed advising that there are no

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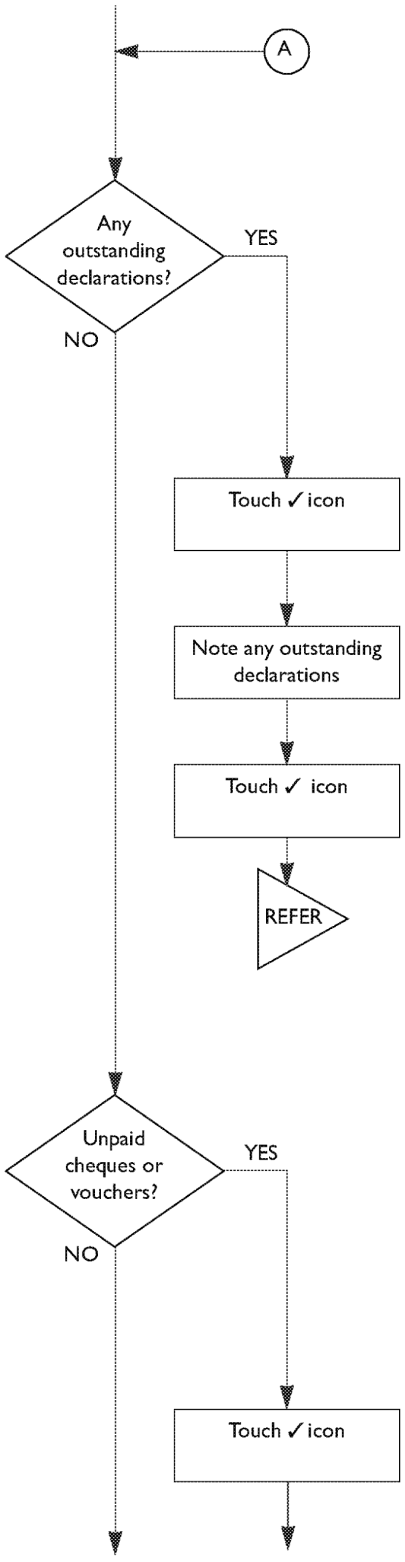
Balancing an individual stock unit



outstanding summaries.
If all of the outstanding summaries are non-mandatory and you do not wish to produce them, touch the Continue icon to continue with the stock unit balance.

- Examine the screen to see whether there are any declarations outstanding

  The system will display a warning message if there are any declarations outstanding. A cash, postage stamp and non-value stock declaration must be made before the system will allow you to complete the balance procedure.

If declarations are outstanding:

- Touch the ✓ icon

The system will display a list of outstanding declarations.

- Note any outstanding declarations

- Touch the ✓ icon

For information on making outstanding declarations:

- see subsection 5; Declaring your stamps,
- see subsection 6; Declaring your cash and
- see subsection 4; Declaring non-value stock in individual stock units

- Examine the screen to see whether there are any unpaid (RD) cheques, POCL cheques or vouchers in the stock unit

  The system will display a warning message if it detects any unpaid (RD) cheques, POCL cheques or vouchers not moved to the suspense account.

If an unpaid cheques, POCL cheques or vouchers warning message is displayed:

- Touch the ✓ icon

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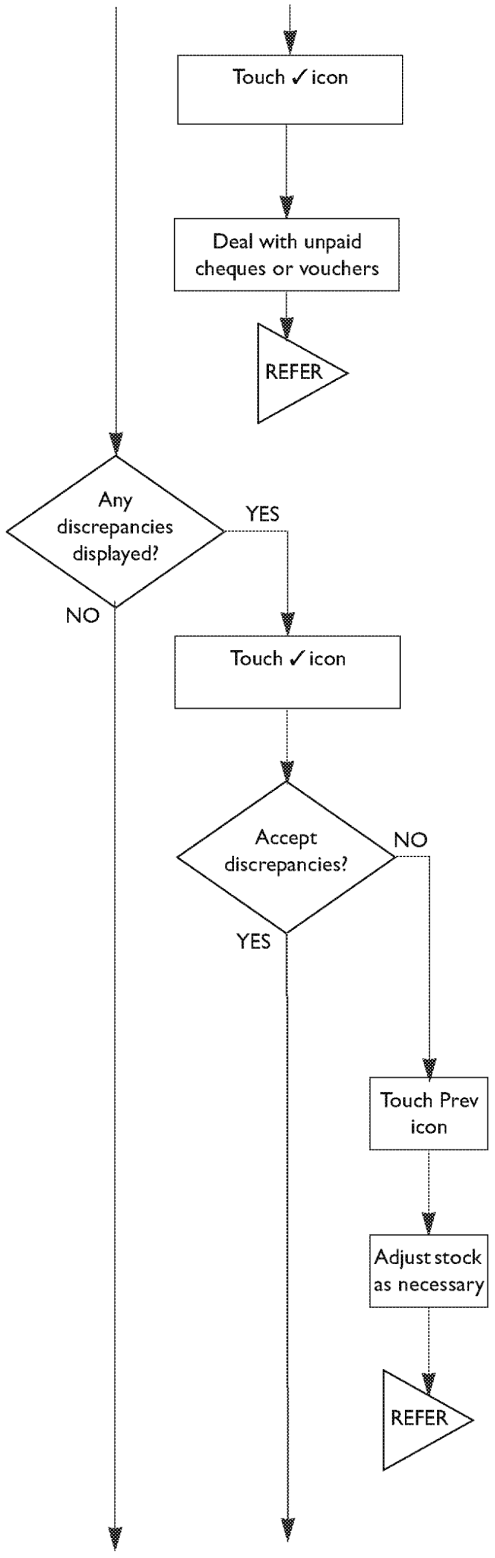
Balancing an individual stock unit



- Touch the ✓ icon

The system will return to the Stock Balancing screen

- Deal with any unpaid cheques or vouchers.

For information on dealing with unpaid cheques and vouchers, see Transactions - Other - Part two; Losses, gains & error notices; Dealing with a branch office loss or gain and Transactions - Other - Part two booklet; Miscellaneous; RD cheques, Vouchers and POCL cheques.

- Examine the screen to see whether the system has detected any discrepancies

If a discrepancies warning message is displayed:

- Touch the ✓ icon

The system will display the Discrepancies screen listing discrepancies.

- Decide whether you want to accept the discrepancies

Please note: Accepting the discrepancies will change the value of the stock in the system and will produce an overall discrepancy when you complete the balance.

If you do not want to accept the discrepancies:

- Touch the Prev icon to return to the Stock Balancing Screen

- Make adjustments to your stock if necessary

For information on adjusting stock, see subsection 2; Adjusting stock.

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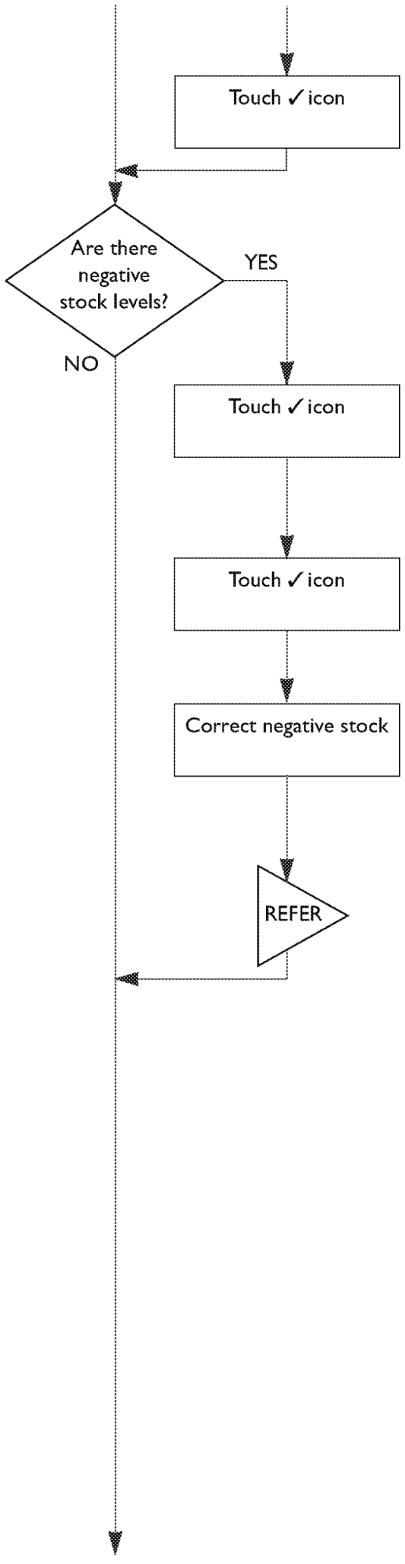
Balancing an individual stock unit



If you want to accept the discrepancies:

- Touch the ✓ icon

The system will commit the discrepancies and make the required changes to your stock unit.

- Examine the screen to see whether the Horizon system has detected negative stock levels

If a message is displayed warning that you have negative stock levels:

- Touch the ✓ icon

The Horizon system will display a list of your negative stock.

- Touch the ✓ icon

The Horizon system will then return to the Stock Balancing screen.

- Correct any negative stock

Negative stock can be caused for any of the following reasons:

- a remittance or transfer has not been brought to account (for information on Remittances in, see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances, for information on dealing with transfers, see Transactions - Other - Part one; Transfers & remittances; Transferring cash and stock)
- stock levels require adjusting (for information on adjusting stocks, see subsection 2; Adjusting stock)

If, when you balance, your revaluation of the product is not the same as the expected system value, the system will display a warning message.

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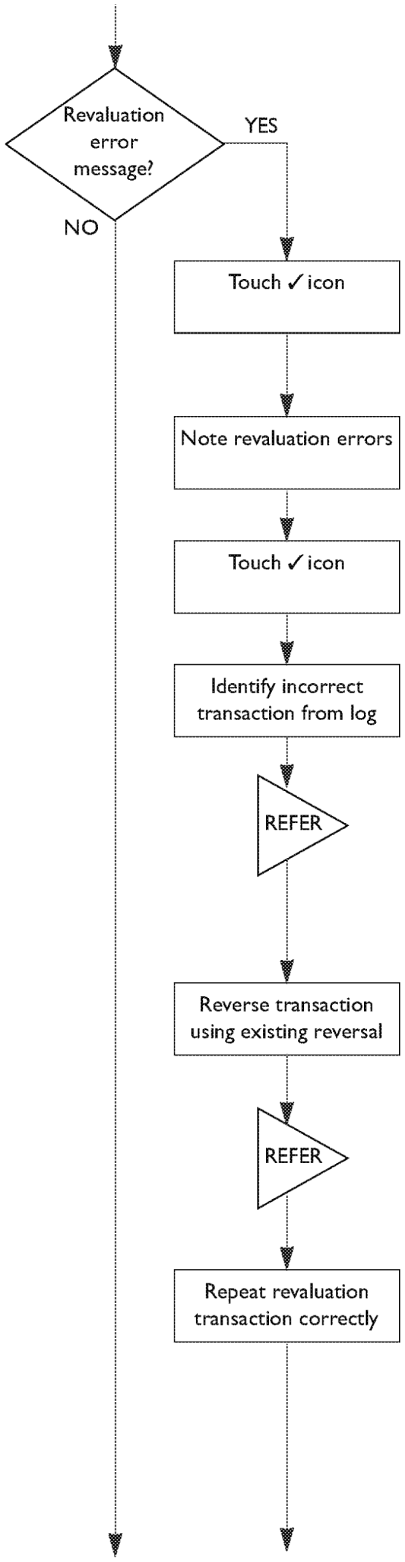
Balancing an individual stock unit



- Examine the screen to see whether the Horizon system displays a revaluation error warning message

If this warning message is displayed:

- Touch the ✓ icon

The Horizon system will display a list of revaluation errors (errors where you have revalued products to a different volume to that which the system expects to see).

- Note where there are errors (you can use the arrow keys to navigate the screen if there is more than one page)
- Touch the ✓ icon to return to the Stock Balancing screen

- Identify the incorrect transaction from the Transaction Log

For information on the Transaction Log, see Reports; Administration reports; Producing a transaction log report.

- Reverse the transaction using the existing reversal procedure

For information on reversals, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

- Repeat the revaluation transaction for the correct value

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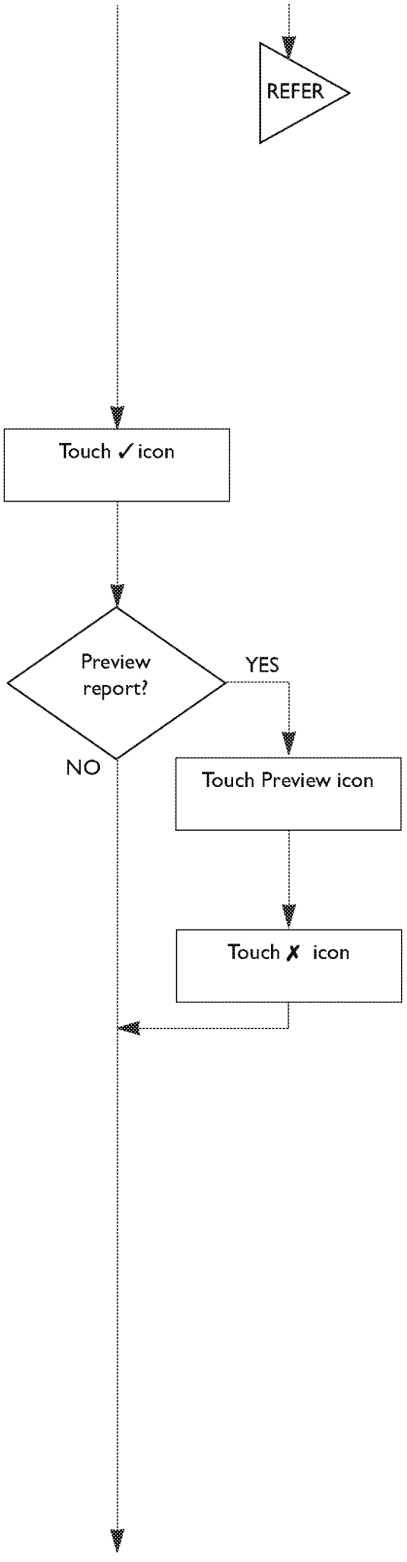
Balancing an individual stock unit



For information on revaluation, see Transactions - Other - Part two; Miscellaneous; Updating reference data (including uprating and downrating stock).

If the value of the original revaluation transaction was too low, you can carry out a second transaction for the additional amount of the revaluation. If the original revaluation was too high, it must be reversed and entered correctly. The correct volumes must be recorded for system revaluation.

Please note: There is no way of changing the system total once you have agreed it.

- Touch the ✓ icon

- Decide whether you want to preview the balance report

If you wish to preview the balance report:

- Touch the Preview icon

You can move around the preview screen using the ☞ icon.

- Touch the ✗ icon.

The system will re-display the Produce Report: Balance Report screen.

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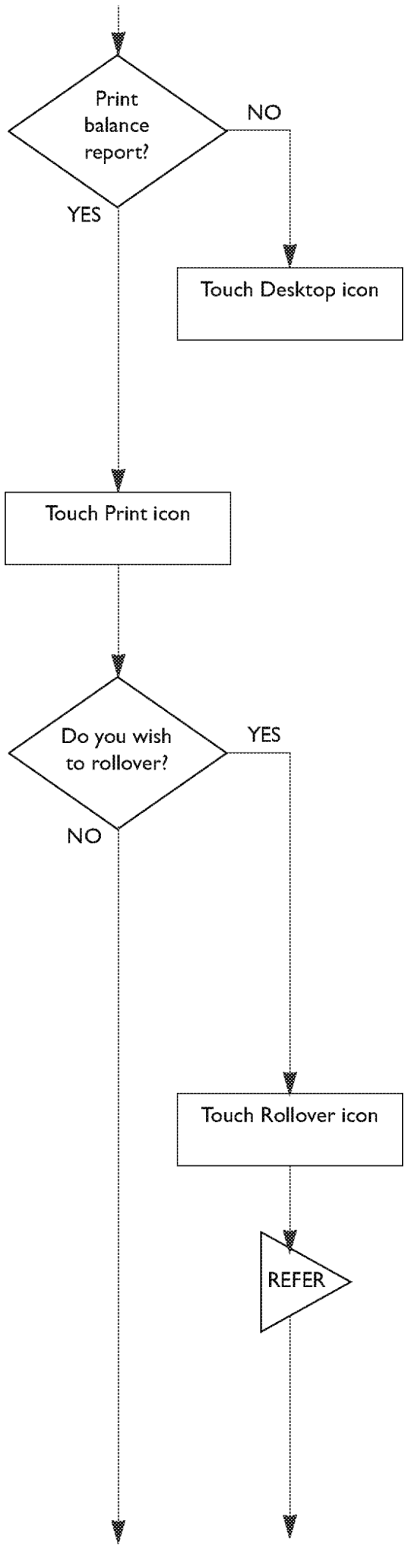
Balancing an individual stock unit



- Decide whether you want to print the balance report

If you do not want to print the balance report:

- Touch the Desktop icon to abandon the balance report and return to the Desktop.

Please note: If you do not print the report and abandon the balance at this point, you will need to carry out the whole balance process again from the beginning.

- Touch the Print icon

The Horizon system will produce a report for checking purposes. You do not need to keep this report.
The system will then re-display the Produce Report: Balance Report screen.

- Decide whether you want to roll over the stock unit to the next Cash Account Period (CAP) or Balance Period (BP)

Please note: If you do not select Roll Over, your balance will be treated as a trial report. You will then need to repeat the balance procedure and roll over to the next CAP before completing the Cash Account.

If you want to roll over the stock unit:

- Touch the Rollover icon

The system will produce a final balance report automatically. This can be reprinted by using the reprint function.

For information on reprinting an office report, see subsection 21; Reprinting an office report.

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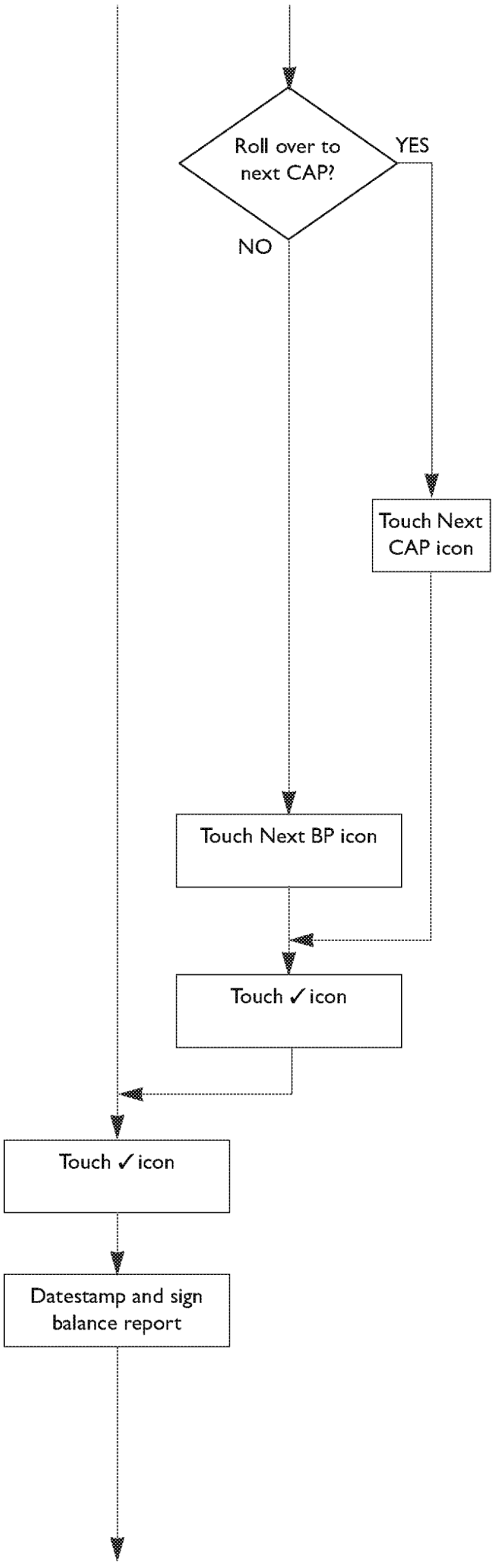
Balancing an individual stock unit



- Decide whether you want to roll over the stock unit to the next CAP

Please note: You cannot roll into a CAP more than one week ahead of the Cash Account.

If you wish to roll over the stock unit to the next CAP:

Please note: This option should only be selected when there is no possibility that the stock unit will be needed again in the present CAP.

- Touch the Next CAP icon.

The system will display the Rollover OK screen.

If you wish to roll over the stock unit to the next BP:

Please note: Roll over to the next BP allows the stock unit to be used again in the present CAP.

- Touch the Next BP icon

The system will display the Rollover OK screen.

- Touch the ✓ icon.

The system will re-display the Produce Report: Balance Report screen.

- Touch the ✓ icon.

- Datestamp and sign the printed balance report

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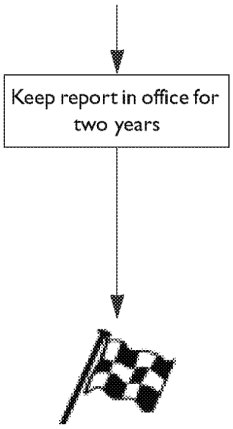
Balancing an individual stock unit



- Keep the report in your office for two years for reconciliation purposes

  If any discrepancies are generated as a result of a stock unit balance, see Transactions - Other - Part two; Losses, gains & error notices; Dealing with a branch office loss or gain, or see Transactions - Other - Part two; Losses, gains & error notices; Dealing with losses or gains in offices other than branch offices.

  If any errors are found that need to be corrected after the final balance report has been produced, see subsection 19; Making changes to the Cash Account after stock unit balance.

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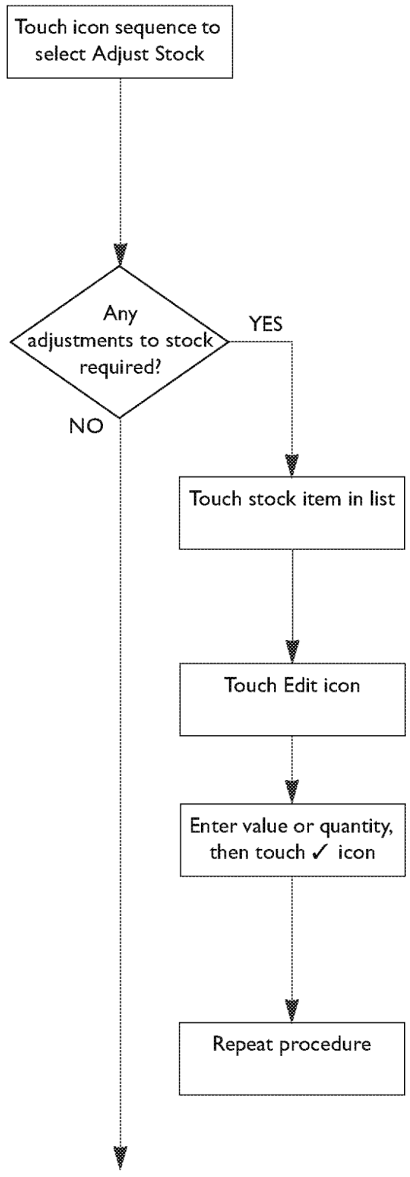
2 Adjusting stock

When, as part of stock balancing or while making a stock check, you need to adjust the system-derived stock totals to make them match the actual totals for a stock unit:

Please note: As the system maintains a constant state of balance, any alterations to stock levels result in a corresponding cash increase or decrease. Therefore when adjusting stock, you should always do so before declaring your cash.



- Select the Adjust Stock option by touching the following icon sequence:
  - Stock Balancing
  - Adjust Stock

  The system will display the Adjust Stock on Hand screen, showing the current system values and quantities for each stock item.
  You can use the arrow icons to move up and down the list.
- Check your actual stock against the details on the screen to decide whether you need to make any adjustments

If adjustments to stock are required:

- Touch the first stock item to be adjusted

The screen will display a list of stock that can be adjusted. If the list extends over several pages, you can use the arrow icons on the right side of the screen to scroll up and down the list of stock.

- Touch the Edit icon

- Enter the new quantity or value for the item and touch the ✓ icon

Please note: If the product is a fixed value, only the volume can be altered.
If the product is an open value, only the value can be altered.

- Repeat the procedure from the flow-chart box 'Any adjustments to stock required?' on page 16 until all stock adjustments have been made.

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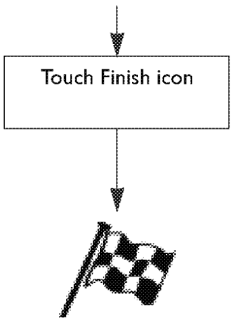
Balancing an individual stock unit



- Touch the Finish icon to return to the Stock Balancing menu.

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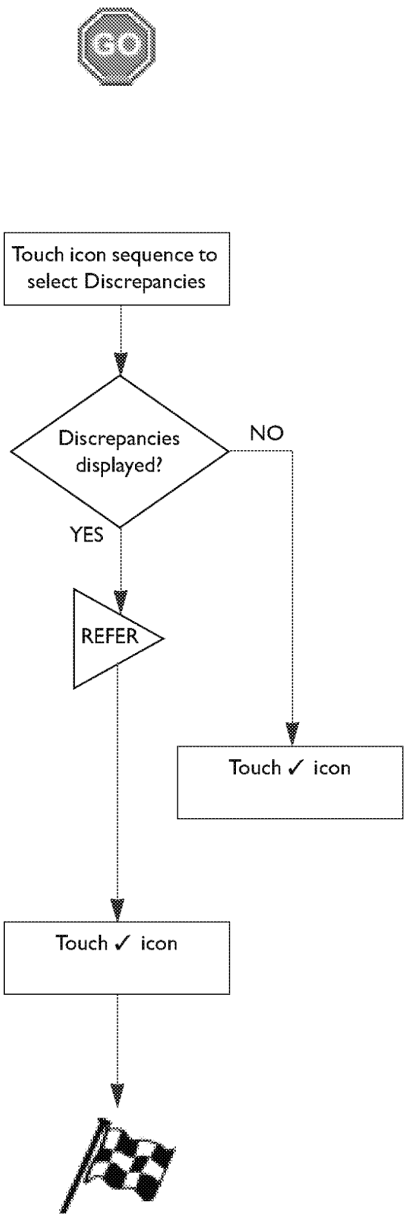
3 Checking for discrepancies before balancing



When you need to check for discrepancies between the system-derived total for stamps and cash, and your declarations, before balancing an individual stock unit:

Please note: Stock declaration is not available for individual stock units. Therefore the Horizon system will not check for any stock discrepancies at this stage. Stamp discrepancies will only be displayed if a declaration of stamps has taken place in the same Cash Account week.

- Select the Discrepancies option by touching the following icon sequence:
  - Stock Balancing
  - Discrepancies
- Examine the screen to see whether the Horizon system is displaying a picklist of discrepancies

  A check is automatically made for stamp discrepancies when you run a balance report.

  For information on using picklists, see System Administration; System features; Using picklists

  If no discrepancies are found:

  A message will be displayed if no discrepancies are found.

  - Touch the ✓ icon.

  The Horizon system will return to the Stock Balancing screen.
- Touch the ✓ icon when you have finished checking the list of discrepancies

  The Horizon system will return to the Stock Balancing screen.

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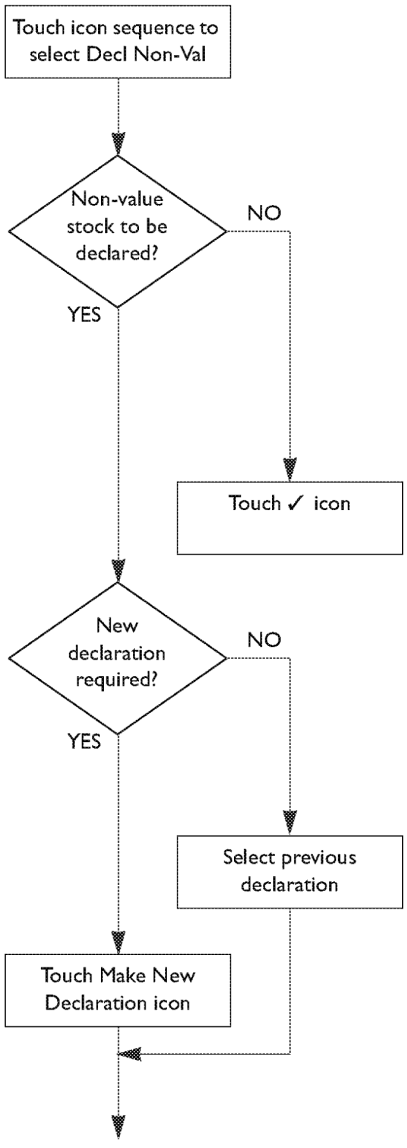
Individual stock unit declarations

4 Declaring non-value stock in individual stock units

Use this procedure when you need to declare non-value stock for an individual stock unit at the end of a CAP or when your stock is balanced:

Non-value stock must be declared before a stock unit can be balanced and rolled over.

Please note: It is essential that non-value stock is declared accurately as this information is transmitted to SAPADS and will be used for stock replenishment purposes.



- Select the Declare Non-Value Stock option by touching the following icon sequence:
  - Stock Balancing
  - Decl Non-Val
- Decide whether there are non-value stock items to be declared

  If there are no non-value stock items to be declared, the system will display a message saying that there are no non-value stock items that need to be declared.

  If there are no non-value stock items to be declared:

  - Touch the ✓ icon to end the procedure.

- Decide whether this is a new declaration

  Non-value stock declarations are carried forward from the previous CAP, allowing you to edit previous declarations made in the current CAP or previous CAP.

  If this is not a new declaration:

  - Select the previous declaration from the Declarations screen.

  If this is a new declaration:

- Touch the Make New Declaration icon

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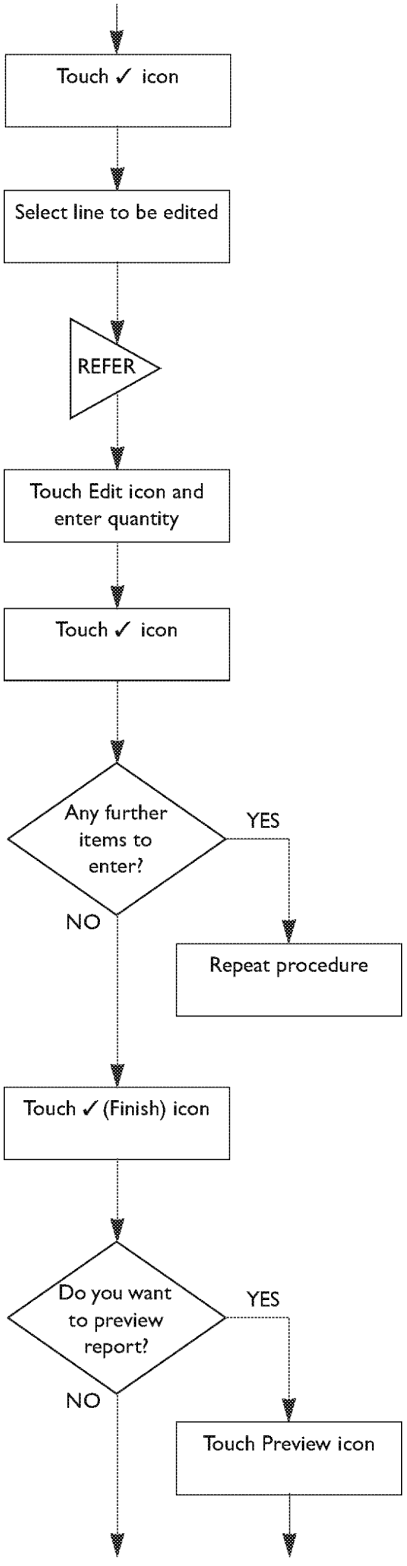
Individual stock unit declarations



- Touch the ✓ icon
- Select the appropriate non-value stock item from the displayed pick list

  For information on using pick lists, see System Administration; System features; Using picklists.
- Touch the Edit icon and enter the quantity
- Touch the ✓ icon
- Decide whether there are any further non-value items to enter

  If there are any further items to enter:

  - Repeat the procedure from the flow chart box 'Touch icon sequence to select Decl Non-Val' on page 19.
- Touch the ✓ (Finish) icon
- Decide whether you want to preview the non-value stock report on the screen

  If you want to preview the report:

  - Touch the Preview icon

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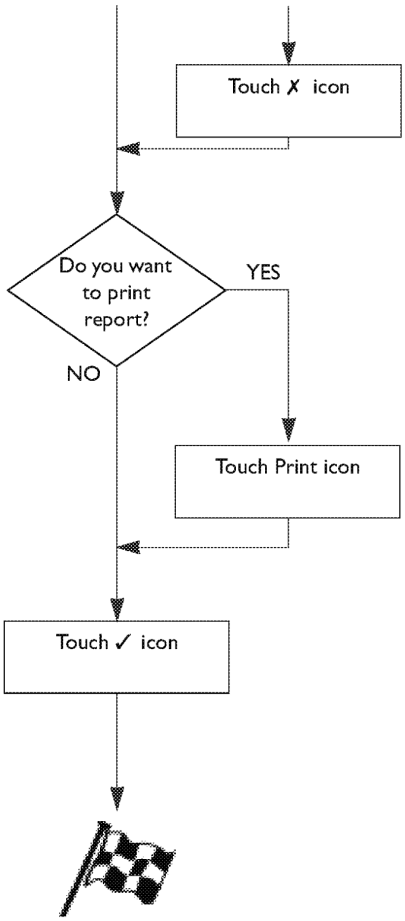
Individual stock unit declarations



If there is more than one page, use the ☞ icon to scroll through the pages.

- Touch the ✗ icon to exit from the report preview.

- Decide whether you want to print the non-value stock report

  Please note: It is advisable to print the report if you need to re-enter values.

  If you want to print the non-value stock report:

  - Touch the Print icon.

- Touch the ✓ icon

  The Horizon system will display the Stock Balancing menu.

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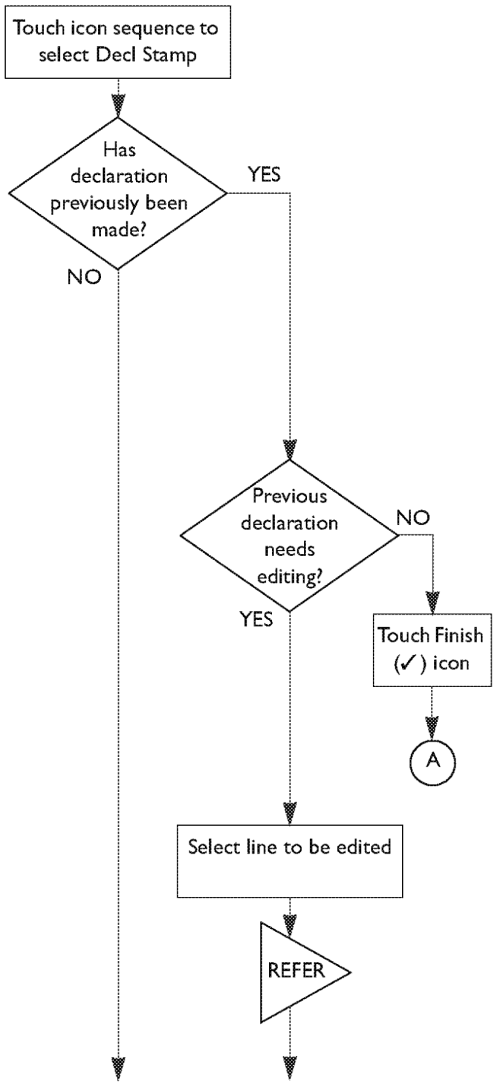
5 Declaring your stamps

Use this procedure when you need to declare the value of the stamps in your stock unit (excluding First and Second Class stamps) at the time of balancing.

For information on declaring stock and stamps for **shared** stock unit balancing, see subsection 10; Declaring stamps and stock.

For information on how to declare your cash, see subsection 6; Declaring your cash.

If you discover, before balancing the stock unit, that you have made a mistake in your declaration of stamps , use the Adjust Stock option to change the declared figures. For information on adjusting stock, see subsection 2; Adjusting stock.



- Select the Decl Stamp option by touching the following icon sequence:
  - Stock Balancing
  - Decl Stamp
- Check to see whether a declaration of stamps has been made previously

  If a declaration has previously been made the system will offer the previous declaration.

  If no previous stamp declaration has been made, the system offers a blank declaration with no values shown against the items in the picklist.

If the system displays a previous declaration:

- Decide whether you want to edit the declaration

If you do not want to edit the declaration:

- Touch the Finish (✓) icon to keep the previous declaration
- Go to next 'A' on page 24.

If you do want to edit the declaration:

- Select the line to be edited in the picklist

For information on picklists, see System Administration; System features; Using picklists.

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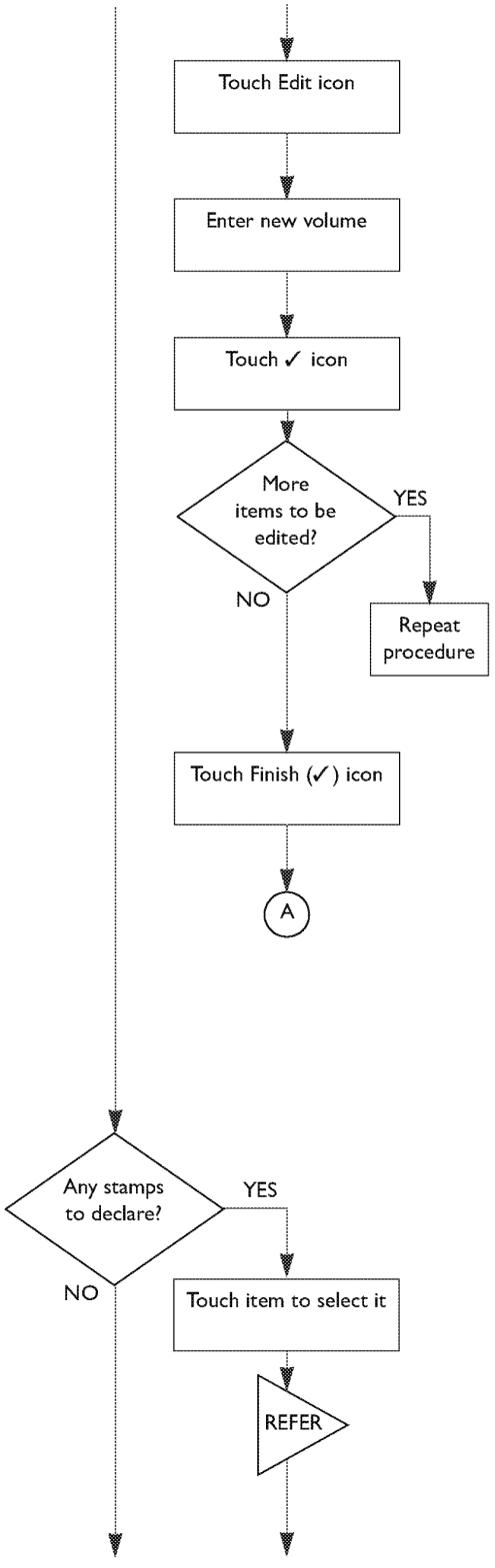
Individual stock unit declarations



- Touch the Edit icon

The screen displays the Edit box.

- Enter the new volume of stamps

- Touch the ✓ icon

- Check whether there are more items where the declaration needs editing

If you have more items to edit:

- Repeat the procedure from the flow-chart box 'Select line to be edited' on page 22.

If you do not want to edit more items:

- Touch the Finish (✓) icon to replace the previous declaration

- Go to 'A' on page 24.

If a declaration has not been made previously:

The Declare Stamps on Hand picklist is displayed, showing all the current stamps available.

Until you make any entries the stamp values shown are nil. Use the arrow icons to scroll up and down the picklist.

- Decide whether you have any stamps to declare

If you have stamps to declare:

- Touch an item in the picklist to select it

For information on picklists, see System Administration; System features; Using picklists.

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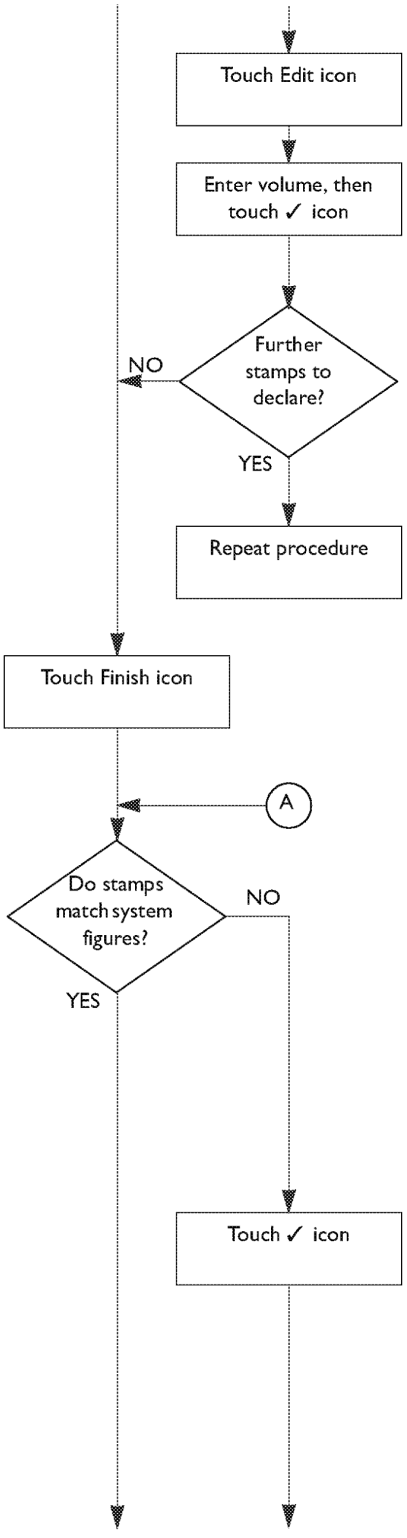
Individual stock unit declarations



- Touch the Edit icon

The screen will display the edit box.

- Enter the current volume for the item, then touch the ✓ icon

- Decide whether you have further stamps to declare

If you have further stamps to declare:

- Repeat the procedure from the flow-chart box 'Any stamps to declare?' on page 23.

- Touch the Finish icon

- Decide whether your declaration of stamps matches the stamps calculated by the Horizon system

If you have provided a declaration that does not match the total held on the Horizon system, a Confirm Loss/Gain screen tells you that if you continue, the system will present a list of discrepancies for confirmation.

If there is a discrepancy:

- Touch the ✓ icon

The system displays a discrepancy list showing the total of the loss or gain caused by the discrepancy.

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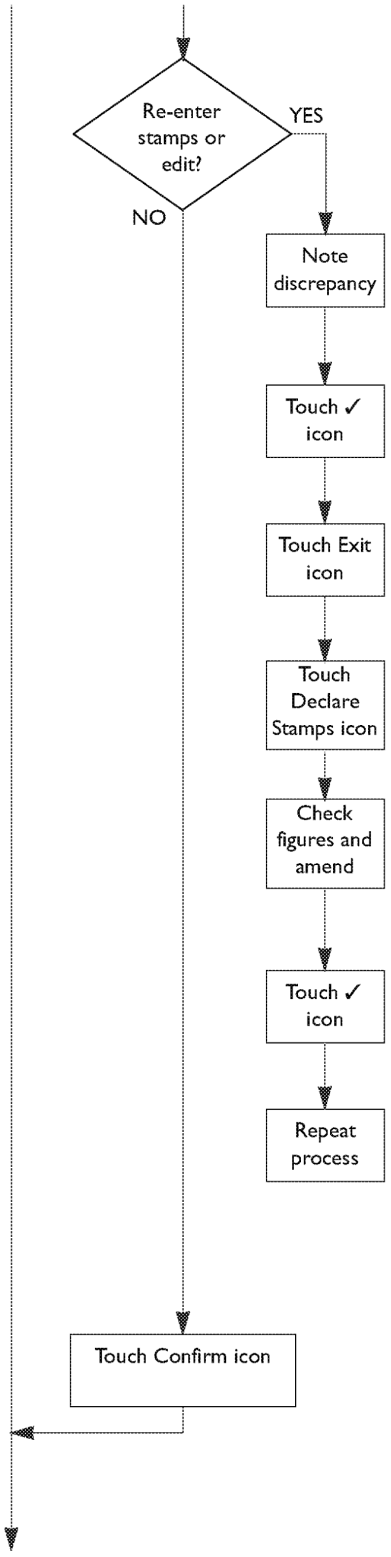
Individual stock unit declarations



- Check your stamps to see if you need to re-enter or edit the stamps on hand

If you need to re-enter or edit the stamps on hand:

- Make a note of the discrepancy
- Touch the ✓ icon
- Touch Exit icon
- Touch the Declare Stamps icon
- Check the figures entered and use the Edit option (or retype) to amend them where necessary.
- Touch the ✓ icon
- Repeat the process from the flowchart box 'Do stamps match system figures?' on page 24.

If you need to accept the discrepancy because your declared figures are a true count of the actual stamps on hand:

- Touch the Confirm option to accept the discrepancy and adjust the system's view of stamps on hand

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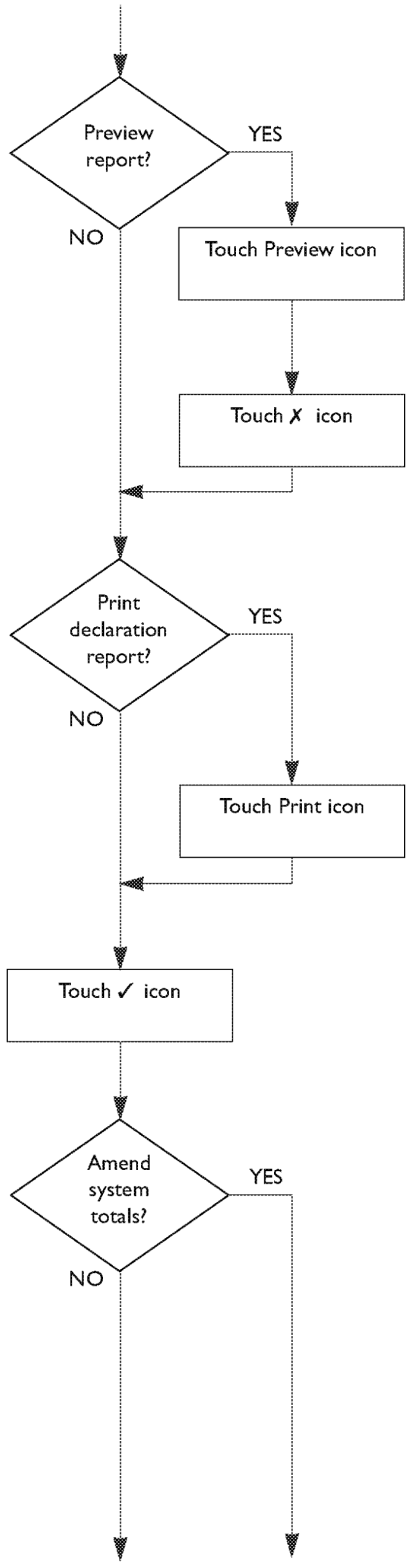
Individual stock unit declarations



- Decide whether you want to preview a declaration report of the stamps on hand on the screen

  If you want to preview the report:

  - Touch the Preview icon

  If you need to move around the report, use the ☞ icon.

  - Touch the ✗ icon to exit the report preview.

- Decide if you want to print a declaration report of the stamps on hand

  Please note: You are advised to print the report.

  If you want to print the report:

  - Touch the Print icon.

- Touch the ✓ icon.

  The system displays the Stock Balancing menu.

- Decide whether you want to make the system-derived postage figures the same as the actual figures

  The system uses the last declaration you make when the stock unit is balanced.

  Please note: If you do not make the system-derived figures match your actual postage at this point, the difference will cause a discrepancy when you balance.

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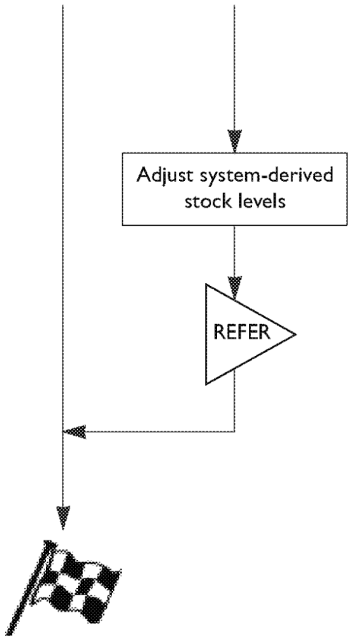
Individual stock unit declarations



If you want to make the system-derived figures match the actual figures:

Please note: The system-held totals must match the actual stock holdings.

- Adjust the system-derived stock levels to reflect your actual stock holdings.

For information on adjusting stock, see subsection 2; Adjusting stock.

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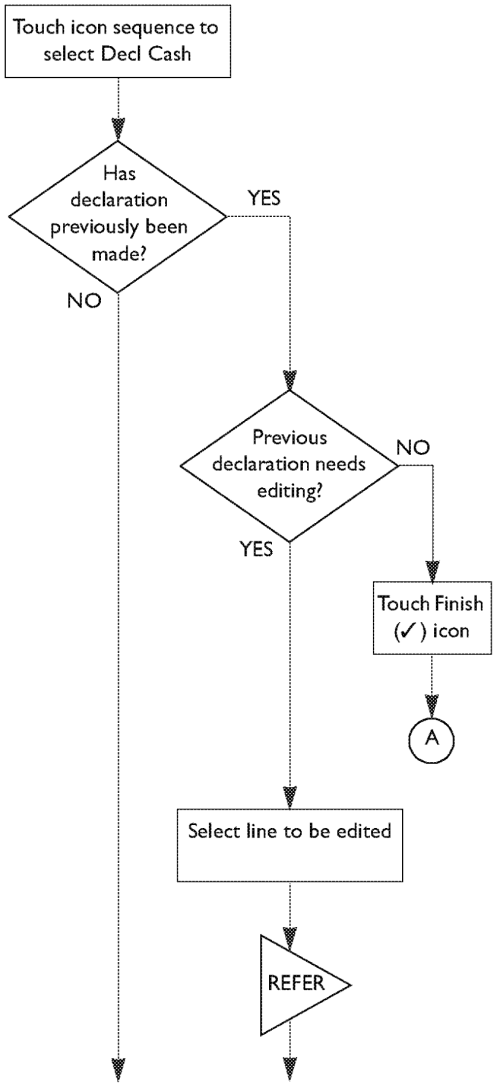
6 Declaring your cash

Use this procedure when you need to record the amount of cash in your individual stock unit, for balancing purposes.

You should declare your cash as the final stage of an **individual** stock unit balance.
For information on declaring cash for **shared** stock unit balancing, see subsection 11; Declaring your cash.

For information on how to enter your cash at the end of the day, see Reports; Daily summaries; Producing a daily counter summary.



- Select the Decl Cash option by touching the following icon sequence:
  - Stock Balancing
  - Decl Cash
- Check to see whether a declaration of cash has been made previously

If a declaration has been made previously:

The system will offer the previous declaration.

If the system displays a previous declaration:

- Decide whether you want to edit the declaration

If you do not want to edit the declaration:

- Touch the Finish (✓) icon to keep the previous declaration.

To confirm the declaration go to next 'A' on page 30

If you do want to edit the declaration:

- Select the line to be edited in the picklist

For information on picklists, see System Administration; System features; Using picklists.

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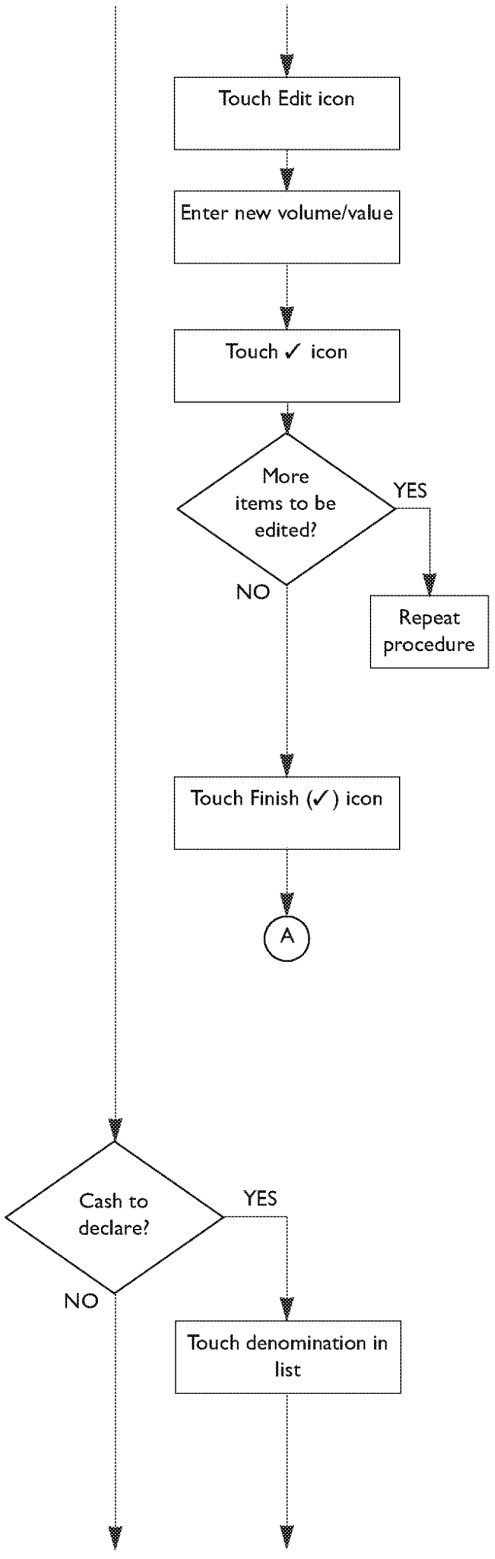
Individual stock unit declarations



- Touch the Edit icon

The screen displays the Edit box

- Enter the new volume/value of cash

- Touch the ✓ icon

- Check whether you have more denominations of cash to edit

If you have more denominations of cash to edit:

- Repeat the procedure from the flow-chart box 'Select line to be edited' on page 28.

If you do not wish to edit more cash denominations:

- Touch the Finish (✓) icon to replace the previous declaration.

- Go to next 'A' on page 30

If a declaration has not been made previously:

The Declare Cash on Hand picklist is displayed with all values and quantities set to zero and the first cash item highlighted.
Use the arrow icons to move up and down the pages of the list.

- Decide whether you have any cash to declare against the denominations listed

If you have cash to declare:

- Touch the denomination in the picklist to select it

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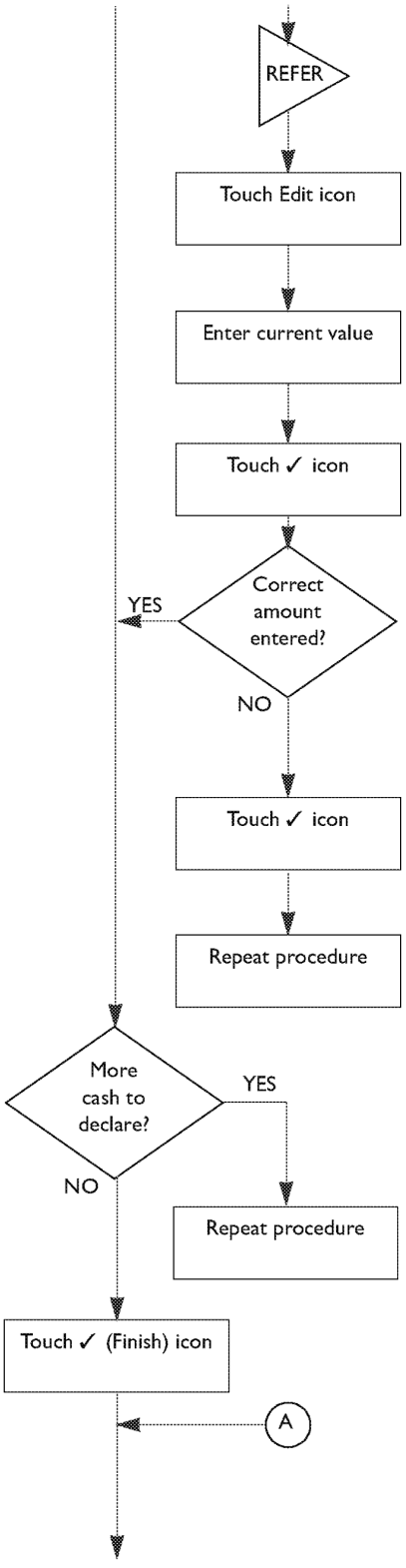
Individual stock unit declarations



For information on picklists, see System Administration; System features; Using picklists.

- Touch the Edit icon

The screen will display the Edit box.

- Enter the current value for the denomination

- Touch the ✓ icon

- Examine the screen to see whether you have entered the correct amount

The system will advise you if the value entered is not a multiple of or equal to a single item.

If you have entered an incorrect amount:

- Touch the ✓ icon

- Repeat the procedure from the flow-chart box 'Touch denomination in list' on page 29.

- Decide whether you have cash for any other denominations listed

If you have more cash to declare:

- Repeat the procedure from the flow-chart box 'Touch denomination in list' on page 29.

- Touch the ✓ (Finish) icon.

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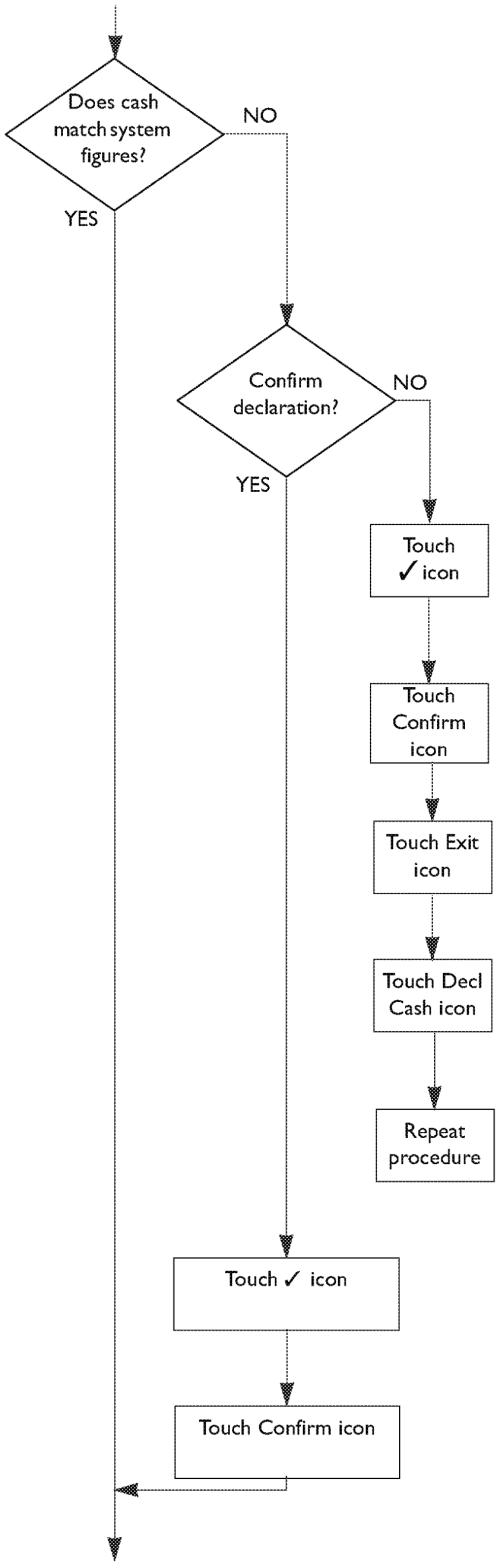
Individual stock unit declarations



- Decide whether your declaration of cash matches the cash calculated by the Horizon system

If you have provided a declaration that does not match the total held on the Horizon system, a Confirm Loss/Gain screen will tell you that if you continue, the system will present a list of discrepancies for confirmation.

If the declaration does not match that calculated by the Horizon system:

- Decide whether you want to confirm your declaration

If you do not want to confirm your declaration (and you want to re-enter your cash):

- Touch the ✓ icon

The system will display the Discrepancies screen

- Touch the Confirm icon

The system will display the Produce Report screen

- Touch the Exit icon

The system will display the Stock Balancing screen

- Touch the Decl Cash icon

The system will display the declaration picklist.

- Repeat the procedure from the flow-chart box 'Has declaration previously been made?' on page 28.

If you want to confirm your declaration:

- Touch the ✓ icon

The system will display the Discrepancies screen showing the amount by which your declaration differs from that on the system.

- Touch the Confirm icon

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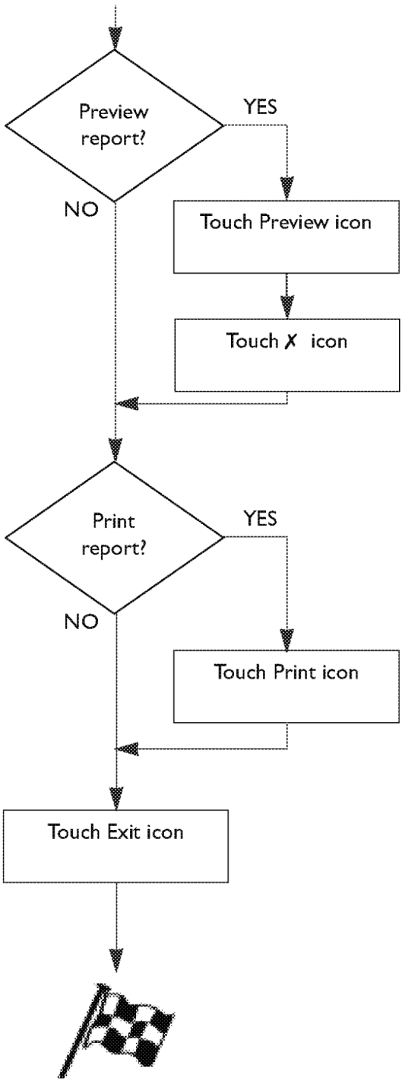
Individual stock unit declarations



- Decide whether you want to preview a declaration report of the cash on hand on the screen

  If you want to preview the report:

  - Touch the Preview icon

  If you need to move around the report, use the ☞ icon.

  - Touch the ✗ icon to exit the report preview.

- Decide if you want to print a declaration report of the cash on hand

  Please note: You are advised to print the report.

  If you want to print the report:

  - Touch the Print icon.

- Touch the Exit icon

  The system will display the Stock Balancing menu.

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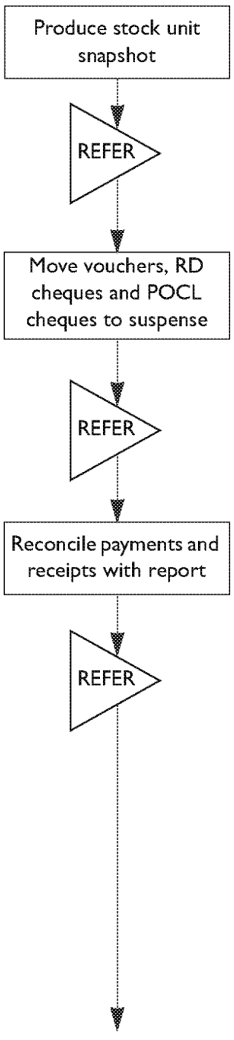
7 Balancing a stock unit

7.1 Checking that all tasks are completed before balancing

Use this procedure when you need to complete all final tasks on a shared stock unit prior to balancing.

Please note: Only one user can be logged on to a shared stock unit when completing a balance. Additional users must be logged off.

You must first declare stamps, cash and non-value stock, see subsection 10; Declaring stamps and stock and subsection 11; Declaring your cash.



- Produce a stock unit snapshot

  For information on producing a stock unit snapshot, see (see subsection 14; Producing a stock unit balance snapshot).

- Move any vouchers, unpaid (RD) cheques or POCL cheques to the suspense account

  For information on dealing with vouchers, unpaid (RD) cheques and POCL cheques, see Transactions - Other - Part two; Miscellaneous; RD cheques, Vouchers and POCL cheques.

- Reconcile your payments and receipts with the snapshot report, entering missing or reversing incorrect transactions as necessary.

  For information on:

  - entering payments transactions, see Transactions - Serve Customer - Part two; Payment transactions
  - entering receipt transactions, see Transactions - Serve Customer - Part two; Receipt transactions
  - reversing transactions, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

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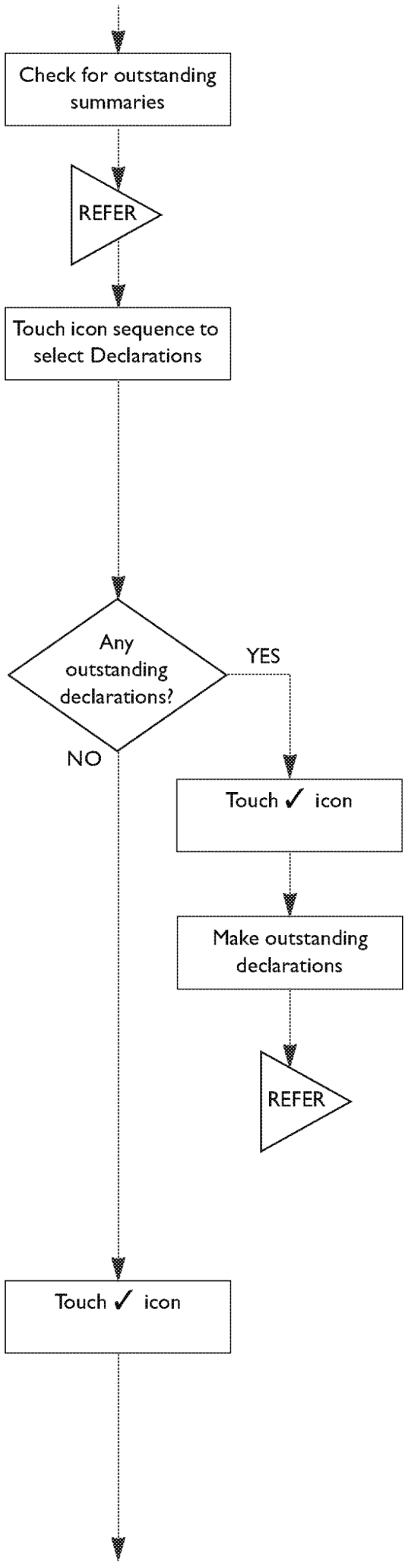
Balancing a shared stock unit



- Check whether there are any summaries outstanding

  For information on dealing with outstanding summaries, subsection 12; Checking and producing outstanding summaries.

- Select the Declarations option (to check that all parts of the stock are declared) by touching the following icon sequence:

  - Stock Balancing
  - Declarations

  The Horizon system will display a list of all cash and stock declarations made. You must ensure that a declaration of postage stamps, cash and non-value stock is made for all parts of a shared stock unit.

- Examine the screen to see whether any outstanding declarations are listed

  If any declarations are outstanding:

  - Touch the ✓ icon

  - Make the outstanding declarations.

  Please note: If you make an unnecessary declaration, you must redeclare this as nil, or you will cause a discrepancy.

  For information on making outstanding declarations see:

  - subsection 11; Declaring your cash,
  - subsection 10; Declaring stamps and stock and
  - subsection 9; Declaring non-value stock in shared stock units

- Touch the ✓ icon

  The Horizon system will return to the Stock Balancing screen.

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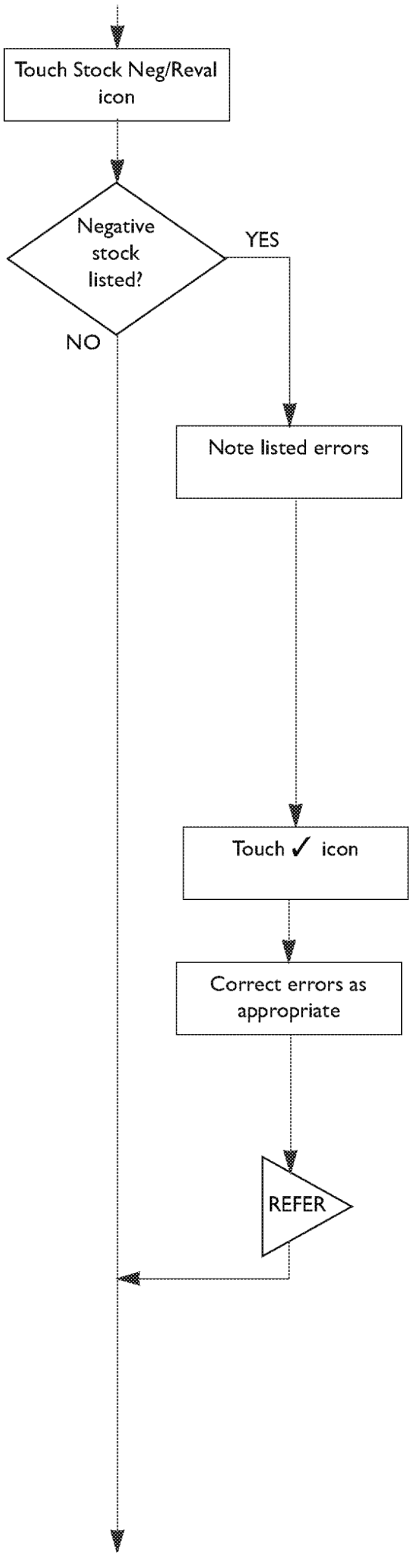
Balancing a shared stock unit



- Touch Stock Neg/Reval icon

- Examine the screen to see whether the Horizon system is listing any negative stock or revaluation errors

If the system is listing negative stock or revaluation errors:

- Note the errors listed

Negative stock can be caused by any of the following reasons:

- a Remittance has not been brought to account; for information on Remittances in, see Transactions - Other - Part one booklet; Transfers & remittances; Dealing with remittances
- a transfer has not been brought to account; for information on transfers, see Transactions - Other - Part one booklet; Transfers & remittances; Transferring cash and stock
- stock levels require adjusting

- Touch the ✓ icon

- Correct the errors as appropriate (either by reversing transactions or adjusting stock)

Please note: You will not be able to complete a stock unit balance until negative stock errors are corrected.

For information on:

- adjusting stock: see subsection 2; Adjusting stock.
- reversals: see Transactions - Other - Part two booklet; Reversing transactions; Reversing Electronic Point of Sale transactions.

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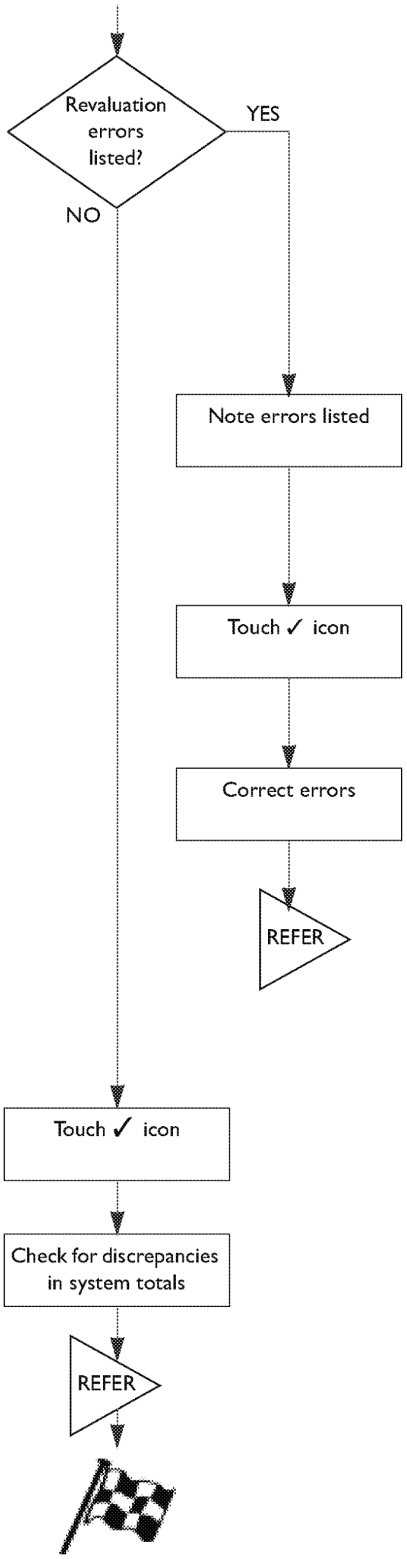
Balancing a shared stock unit



- Check whether the Horizon system is showing revaluation errors

  The system checks the accuracy of any revaluation of fixed price products that have taken place during the current CAP.

  The system identifies revaluation discrepancies by checking that the system held balance equals the system held quantity multiplied by price.

  If the system is showing errors:

  - Note the errors listed

  Revaluation errors can be a result of any of the following:

  - The revaluation was not carried out
  - You have overstated your revaluation
  - You have understated your revaluation

  - Touch the ✓ icon

  - Correct errors as appropriate by performing the required revaluation or by reversing an incorrect revaluation and repeating it correctly

  For information on:

  - revaluation see Transactions - Other - Part two; Miscellaneous
  - reversals see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions

- Touch the ✓ icon

  The Horizon system will return to the Stock Balancing screen.

- Check for any discrepancies in the system totals

  For information on dealing with discrepancies, see subsection 8; Checking for discrepancies before balancing.

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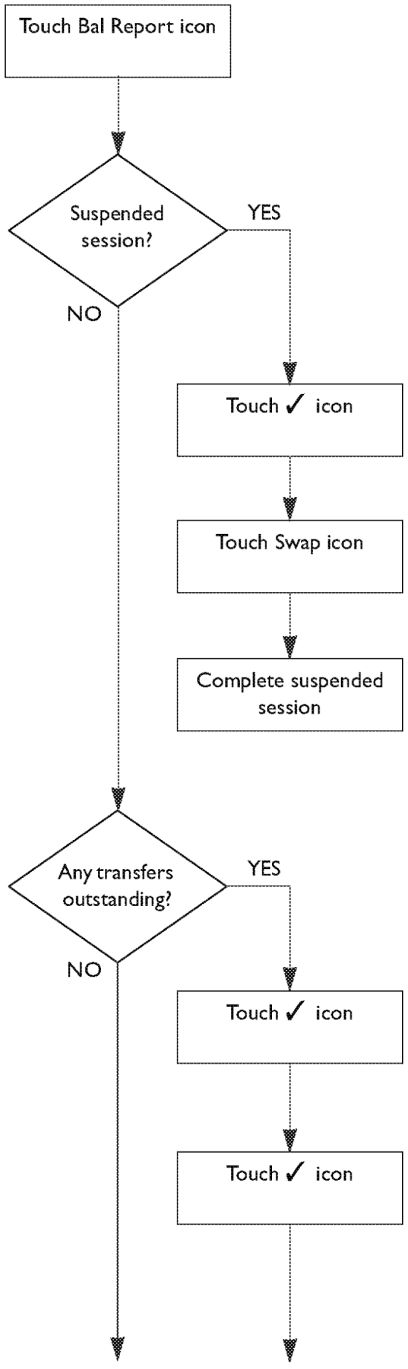
Balancing a shared stock unit

7.2 Producing the stock unit balance

Use this procedure when you need to produce a stock unit balance for a shared stock unit:



- Touch the Bal Report icon

- Examine the screen to see whether there is a suspended session in existence

  The system will display a warning message if there is a suspended session in existence.

  If there is a suspended session present:

  - Touch the ✓ icon
  - Touch the Swap icon
  - Complete the suspended session.

- Examine the screen to see whether there are any transfers outstanding

  The system will display a warning message if there are any transfers outstanding.

  If there is are outstanding transfers:

  - Touch the ✓ icon
  - Touch the ✓ icon

  The system will return to the Stock Balancing screen

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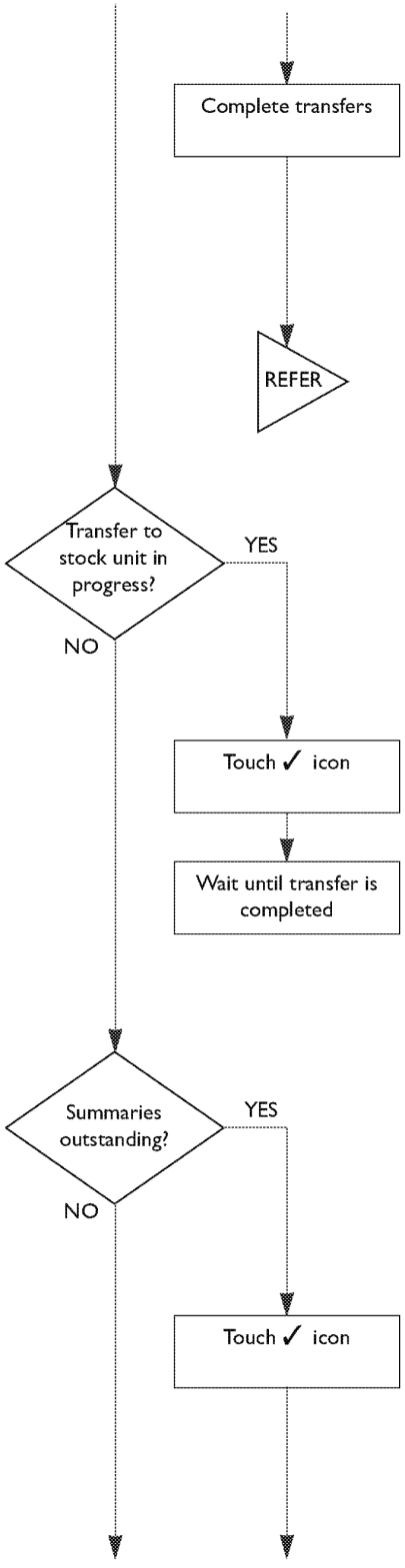
Balancing a shared stock unit



- Complete any outstanding transfers.

Please note: The system will allow a stock unit to balance if there are outstanding transfers, but roll over is limited to the next BP. To roll the stock over to the next CAP the transfer must be accepted by the recipient or reversed by the supplier.

For information on completing any outstanding transfers, see Transactions - Other - Part one; Transfers & remittances; Transferring cash and stock.

- Examine the screen to see whether there is a transfer in progress from another stock unit to your stock unit

The system will display a warning message if there is a transfer in progress.

If there is a transfer to the stock unit in progress:

- Touch the ✓ icon

The system will return to the Stock Balancing screen.

- Wait until the transfer is completed.

Please note: Once the transfer has been completed you will need to enter this before proceeding further. For information on entering transfers, Transactions - Other - Part one; Transfers & remittances; Transferring cash and stock.

- Examine the screen to see whether there are any summaries outstanding

The system will display a warning message if there are any summaries outstanding.

If there are summaries outstanding:

- Touch the ✓ icon

The system will display the Summaries outstanding screen. The screen displays a picklist of summaries and indicates which ones are mandatory.

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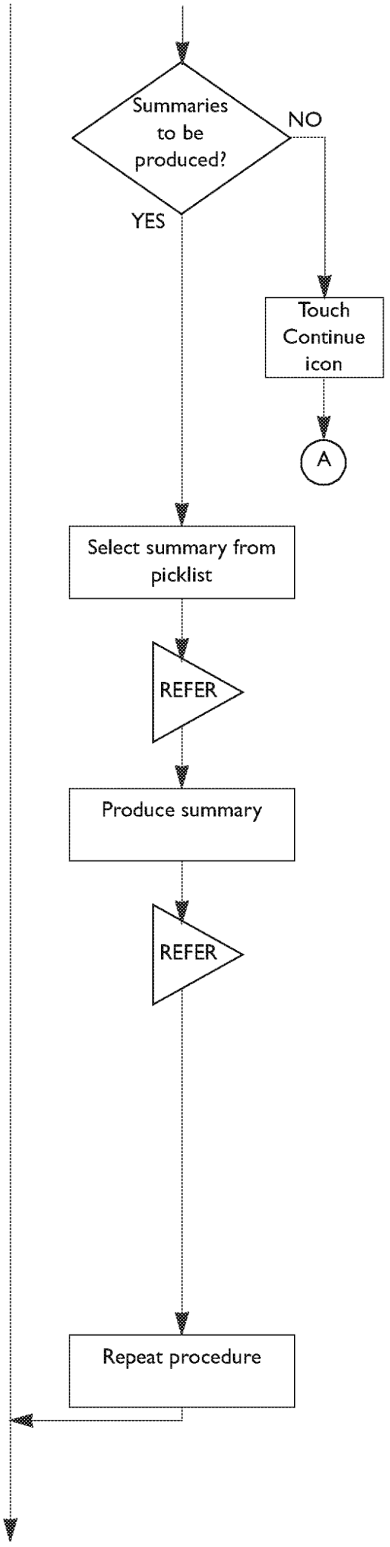
Balancing a shared stock unit



- Decide whether there are any mandatory summaries you need to produce

Please note: You cannot proceed with balancing until you produce all outstanding mandatory summaries.

If all of the summaries outstanding are not mandatory and you do not wish to produce these summaries:

- Touch the Continue icon to continue with the stock unit balance

- Go to 'A' on page 40

- Select the summary required from the picklist

For information on using picklist, see System Administration; System features; Using picklists.

- Produce the summary required.

If producing a counter daily summary see Reports; Daily summaries; Producing a daily counter summary starting the procedure from the flowchart box 'Preview report on screen?' on page 4 and finishing after flowchart box 'Is cut-off required?' on page 6.

If producing a counter daily summary see Reports; Weekly summaries; Producing a weekly counter summary starting the procedure from the flowchart box 'Do you want to preview report?' on page 15 and finishing after flowchart box 'Is cut-off required?' on page 18.

- Repeat procedure from flowchart box

Please note: Once all summaries have been produced and cut off, a message will be displayed advising that there are no outstanding summaries.

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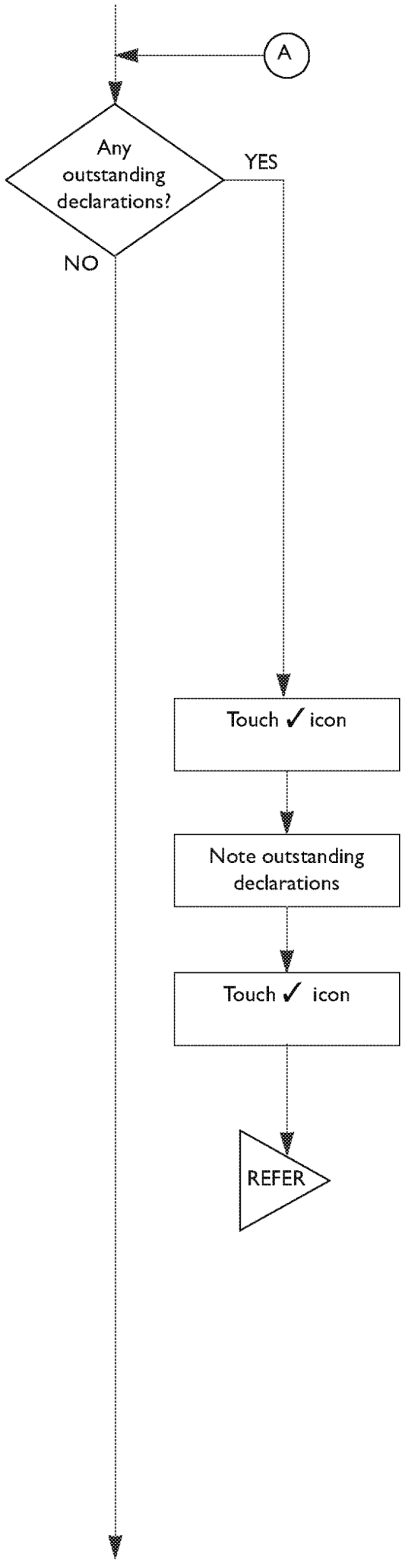
Balancing a shared stock unit



If all of the outstanding summaries are non-mandatory and you do not wish to produce them, touch the Continue icon to continue with the stock unit balance.

- Examine the screen to see whether there are any declarations outstanding

The system will display a warning message if there are any declarations outstanding. You must ensure that a declaration of postage stamps, cash and non-value stock is made for all portions of a shared stock unit before the system will allow you to complete the balance procedure.

Please note: If a declaration has already been made for a portion of a stock and you accidentally include that portion in further declarations using a separate ID, you must overwrite the original declaration with zero values.

If any declarations are outstanding:

- Touch the ✓ icon

The system will display a list of outstanding declarations.

- Note any outstanding declarations

- Touch the ✓ icon

- Make the outstanding declarations.

For information on making declarations, see subsection 10; Declaring stamps and stock and subsection 11; Declaring your cash.

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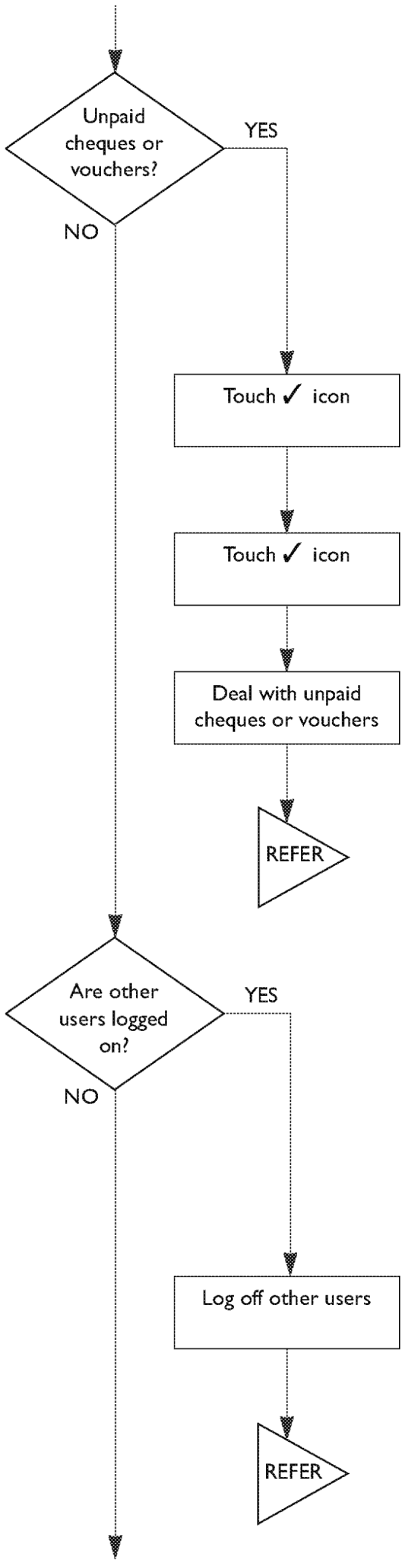
Balancing a shared stock unit



- Examine the screen to see whether there are any unpaid (RD) cheques, POCL cheques or vouchers in the stock unit

  The system will display a warning message if it detects any unpaid (RD) cheques, POCL cheques or vouchers not moved to the suspense account.

  If an unpaid cheques, POCL cheques or vouchers warning message is displayed:

  - Touch the ✓ icon

  - Touch the ✓ icon

  The system will return to the Stock Balancing screen

  - Deal with the unpaid cheques or vouchers.

  For information on dealing with unpaid vouchers and cheques, see Transactions - Other - Part two; Miscellaneous; RD cheques, Vouchers and POCL cheques.

- Examine the screen to see whether the system has detected that other users are currently logged on to the stock unit

  Please note: There must not be more than one user producing a stock unit balance.

  If a message is displayed warning that other users are also logged on:

  - Log off all other users before continuing with the balance.

  For information on logging out of the system, see System Administration; Accessing the system; Logging on and logging out.

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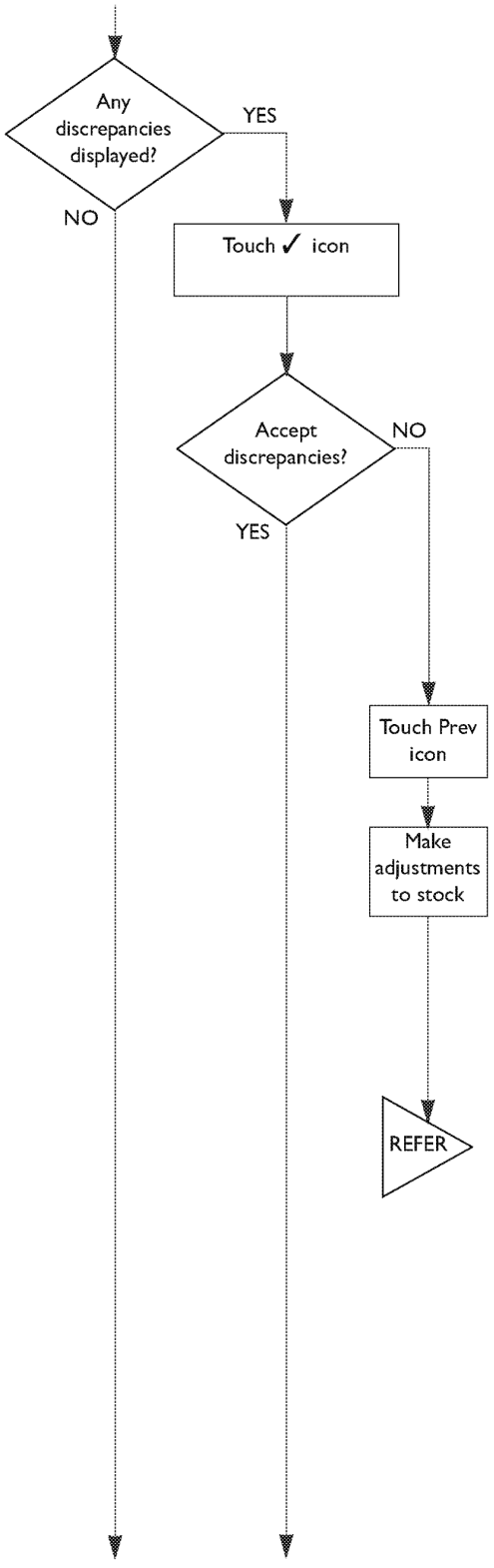
Balancing a shared stock unit



- Examine the screen to see whether the system has detected any discrepancies

If a discrepancies warning message is displayed:

- Touch the ✓ icon

The system will display the Discrepancies screen listing discrepancies.

- Decide whether you want to accept the discrepancies.

Please note: Accepting the discrepancies will change the value of the stock in the system and will produce an overall discrepancy when you complete your balance.

If you do not want to accept the discrepancies:

- Touch the Prev icon to return to the Stock Balancing Screen

- Make any necessary adjustments to your stock.

The adjustments can be one or more of the following:

- new declarations
- redeclarations
- stock adjustments
- stock item sales
- reversals

For information on:

- declarations, see subsection 10; Declaring stamps and stock and subsection 11; Declaring your cash.
- adjusting stock, see subsection 2; Adjusting stock.
- selling stock items, see Transactions - Serve Customer - Part three; Stock transactions; Selling stock items.
- reversals, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

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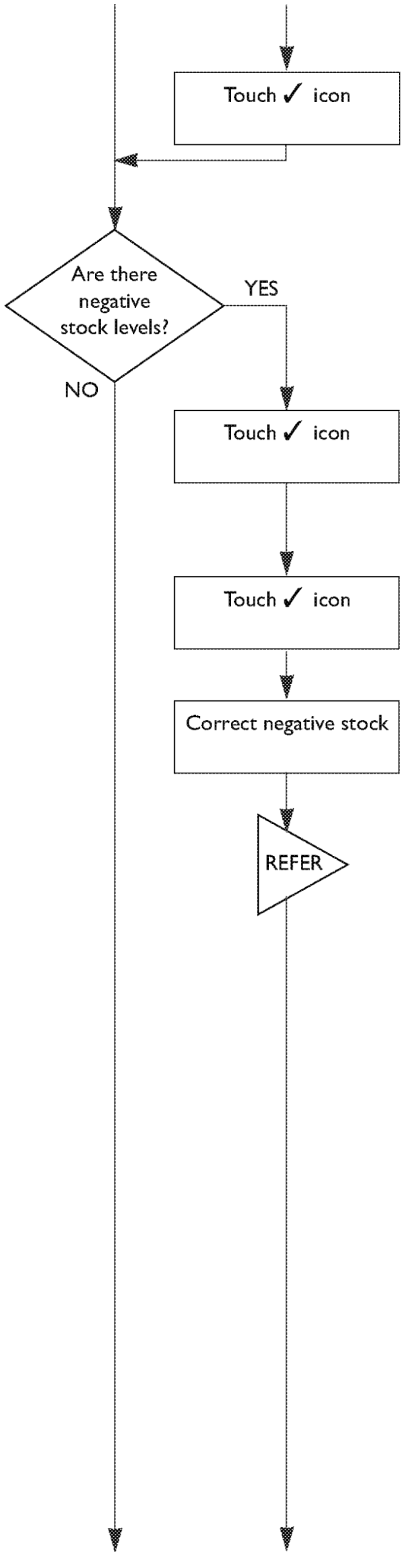
Balancing a shared stock unit



If you want to accept the discrepancies:

- Touch the ✓ icon.

The system will commit the discrepancies and the changes to stock levels will be recorded.

- Examine the screen to see whether the Horizon system has detected negative stock levels

If a message is displayed warning that you have negative stock levels:

- Touch the ✓ icon

The Horizon system will display a list of your negative stock.

- Touch the ✓ icon

The Horizon system will return to the Stock Balancing screen.

- Correct any negative stock.

Stock levels can be negative for any of the following reasons:

- a remittance has not been brought to account; for information on Remittances in, see Transactions - Other - Part one; Transfers & remittances; Dealing with remittances
- a transfer has not been brought to account; for information on performing transfers, see Transactions - Other - Part one; Transfers & remittances; Transferring cash and stock
- stock levels require adjusting; for information on adjusting stock see subsection 2; Adjusting stock

If a revaluation of stock has taken place and your revaluation of a product is not the same as the value expected by the system, a revaluation error message will be displayed.

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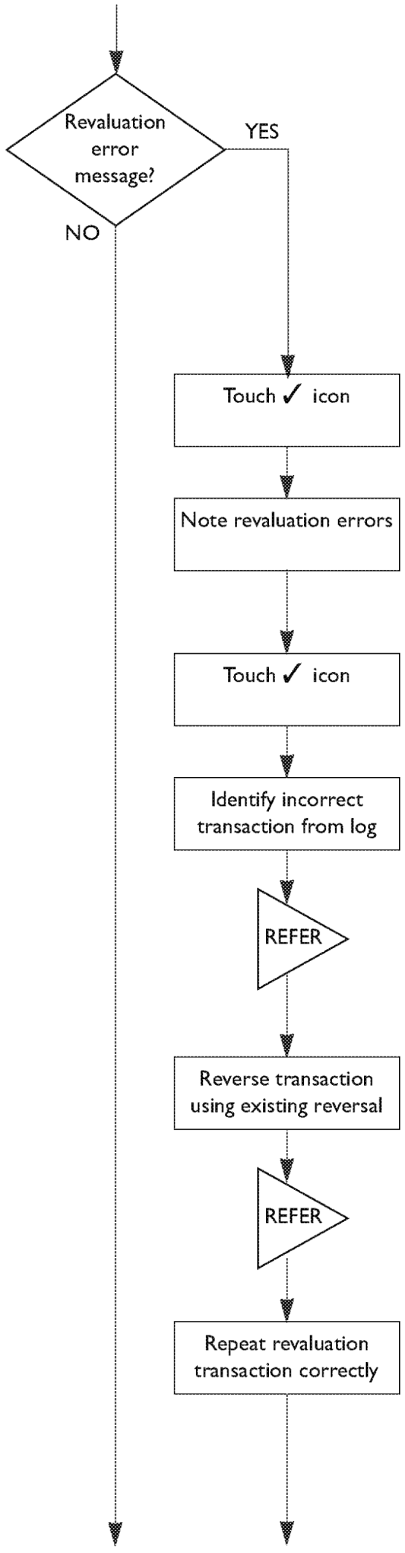
Balancing a shared stock unit



- Examine the screen to see whether the Horizon system displays a revaluation error warning message

  The Horizon system will display a list of where there are revaluation errors (errors where you have revalued products to a different volume to that which the system expects to see)

  If this warning message is displayed:

  - Touch the ✓ icon

  The Horizon system will display a list of revaluation errors

  - Note where there are errors (you can use the arrow keys to navigate the screen if there is more than one page)

  - Touch the ✓ icon to return to the Stock Balancing screen

  - Identify the incorrect transaction from the Transaction Log

  For information on the Transaction Log, see Reports; Administration reports; Producing a transaction log report.

  - Reverse the transaction using the existing reversal procedure

  For information on reversal procedures, see Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

  - Repeat the revaluation transaction for the correct value.

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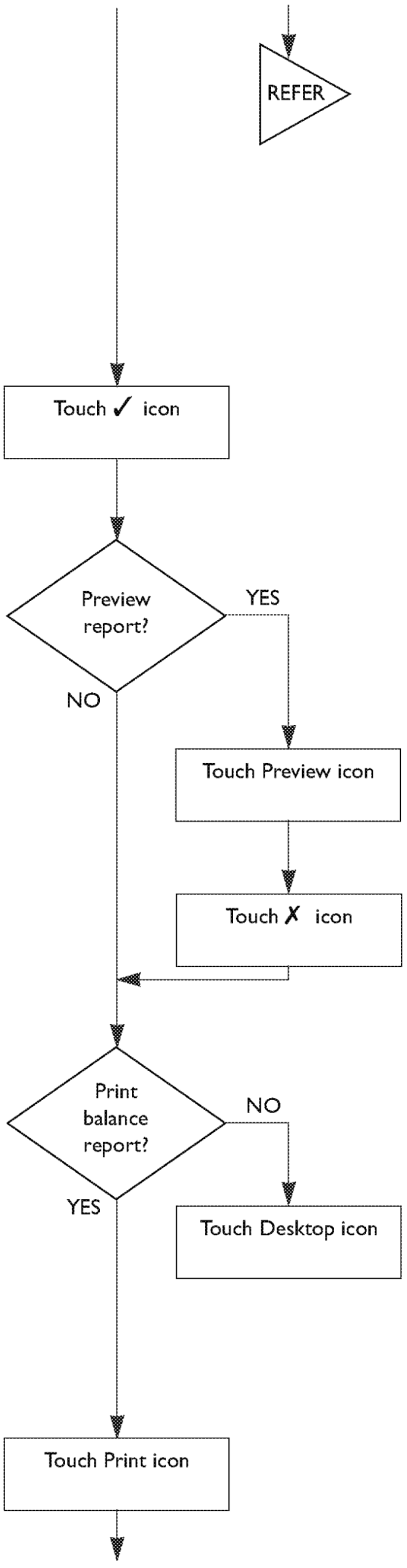
Balancing a shared stock unit



For information on revaluation, see Transactions - Other - Part two; Miscellaneous; Updating reference data (including uprating and downrating stock).

Please note: If the value of the original revaluation transaction was too low, you can carry out a second transaction for the additional amount of the revaluation. The correct volumes must be recorded for system revaluation. There is no way of changing the system total once you have agreed it.

- Touch the ✓ icon

- Decide whether you want to preview the balance report

If you wish to preview the balance report:

- Touch the Preview icon

- Touch the ✗ icon.

You can move around the Preview screen using the ☞ icon.

The system will re-display the Produce Report: Balance Report screen.

- Decide whether you want to print the balance report

If you do not want to print the balance report:

- Touch the Desktop icon to abandon the balance report and return to the Desktop.

Please note: If you do not print the report and abandon the balance at this point, you will need to carry out the whole balance process again from the beginning.

- Touch the Print icon

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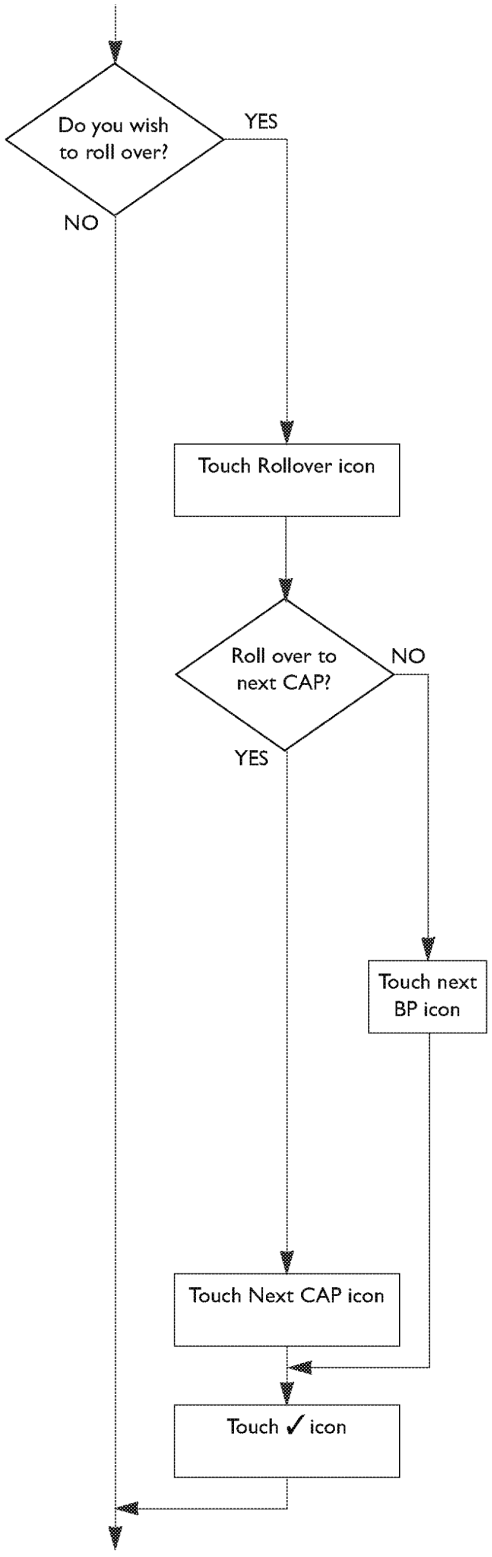
Balancing a shared stock unit



The Horizon system will produce a report for checking. You do not need to keep this report. The system will then re-display the Produce Report: Balance Report screen.

- Decide whether you want to roll over the stock unit to the next Cash Account Period (CAP) or Balance Period (BP)

Please note: If you do not select Roll Over your balance will be treated as a trial report and you will need to repeat the balance procedure and roll over to the next CAP before completing the Cash Account.

If you want to roll over the stock:

- Touch the Rollover icon

Please note: This will produce a final balance report automatically. It may be reprinted using the reprint function, see subsection 21; Reprinting an office report.

- Decide whether you want to roll over the stock unit to the next CAP

Please note: You cannot roll into a CAP more than one week ahead of the Cash Account.

If you want to roll over the stock unit to the next BP:

This will allow the stock unit to be used again in the present CAP.

- Touch the Next BP icon

The system will display the Rollover OK screen.

If you want to roll over the stock unit to the next CAP:

Please note: This option should only be selected when there is no possibility that the stock unit will be needed again in the present CAP.

- Touch the Next CAP icon

The Horizon system will display the Rollover OK screen.

- Touch the ✓ icon.

The system will re-display the Produce Report: Balance Report screen.

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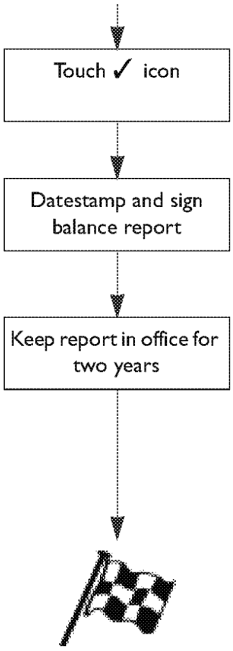
Balancing a shared stock unit



- Touch the ✓ icon

- Datestamp and sign the printed balance report

- Keep the balance report in your office for two years for reconciliation purposes

  If any discrepancies are generated as a result of a stock unit balance, see Transactions - Other - Part two; Losses, gains & error notices; Dealing with a branch office loss or gain, or Transactions - Other - Part two; Losses, gains & error notices; Dealing with losses or gains in offices other than branch offices.

  If any errors are found that need to be corrected after the final balance report has been produced, see subsection 19; Making changes to the Cash Account after stock unit balance.

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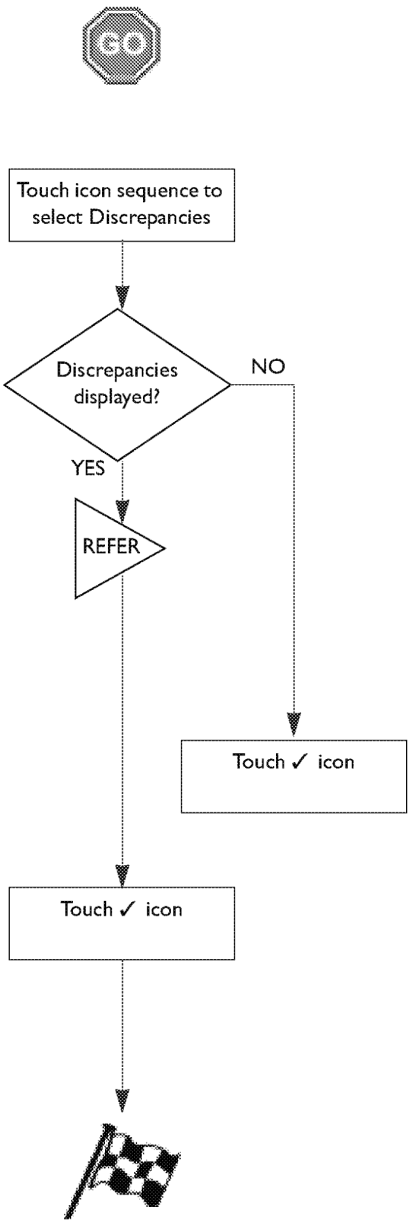
8 Checking for discrepancies before balancing



When you need to check for discrepancies between the system-derived totals for stock, stamps and cash, and your declarations, before balancing a shared stock unit:

Please note: Discrepancies will only be displayed if a declaration of stock and/or stamps has been made within the same Cash Account week.

- Select the Discrepancies option by touching the following icon sequence:
  - Stock Balancing
  - Discrepancies
- Examine the screen to see whether the Horizon system is displaying a picklist of discrepancies

  A check is automatically made for stock or stamp discrepancies when you run a balance report.

  For information on using picklists, see System Administration; System features; Using picklists

  If no discrepancies are found:

  A message will be displayed if no discrepancies are found.

  - Touch the ✓ icon.

  The Horizon system will return to the Stock Balancing screen.

- Touch the ✓ icon when you have finished checking the list of discrepancies

  The Horizon system will return to the Stock Balancing screen.

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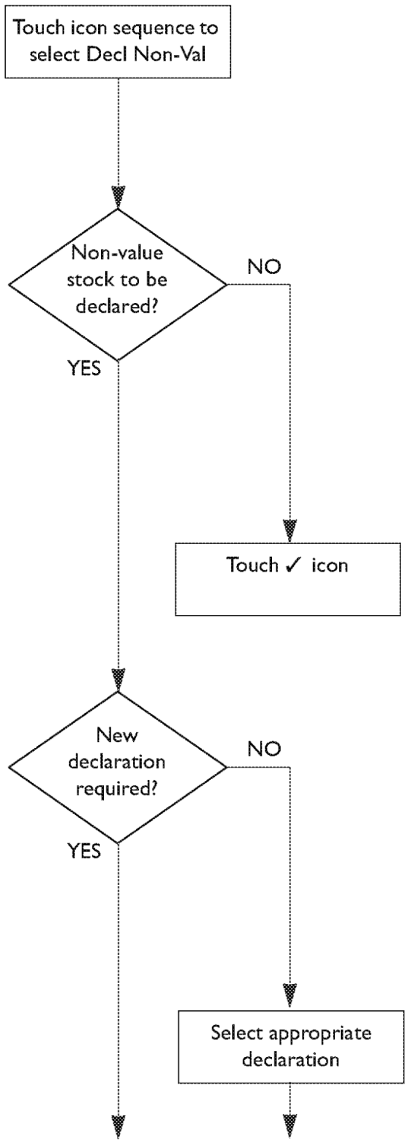
Shared stock unit declarations

9 Declaring non-value stock in shared stock units

Use this procedure when you need to declare non-value stock for a shared stock unit at the end of a CAP or when your stock is balanced.

Non-value stock must be declared before a stock unit can be balanced and rolled over.

Please note: It is essential that non-value stock is declared accurately as this information is transmitted to SAPADS and will be used for stock replenishment purposes.



- Select the Declare Non-Value Stock option by touching the following icon sequence:
  - Stock Balancing
  - Decl Non-Val

  The system will display a pick list of any previous declarations, and a new declaration option.
- Decide whether there are non-value stock items to be declared

  If there are no non-value stock items to be declared, the system will display a message saying that there are no non-value stock items that need to be declared.

  If there are no non-value stock items to be declared:

  - Touch the ✓ icon to end the procedure

- Decide whether this is a new declaration

  Non-value stock declarations are carried forward from the previous CAP, allowing you to edit previous declarations made in the current CAP or previous CAP.

  Please note: If a stock unit is inactive for one or more CAPs, the previous declarations will no longer be available for editing.

  If this is not a new declaration:

  - Select the declaration that needs editing

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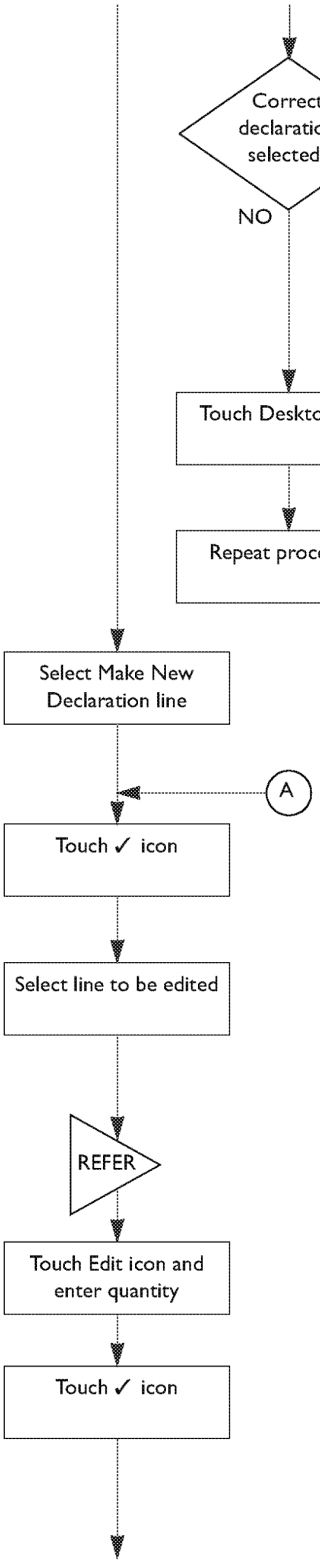
Shared stock unit declarations



- Decide whether you have selected the correct previous declaration.

If you have selected the correct previous declaration:

- Go to 'A' on page 50.

If you have not selected the correct previous declaration:

- Touch the Desktop icon

- Repeat the procedure from the beginning.

If this is a new declaration:

- Select the Make New Declaration line in the pick list of declarations

- Touch the ✓ icon

- Touch a non-value stock item in the pick list to select it

For information on using pick lists, see System Administration; System features; Using picklists.

- Touch the Edit icon and enter the quantity using either the on-screen number pad or the keyboard

- Touch the ✓ icon

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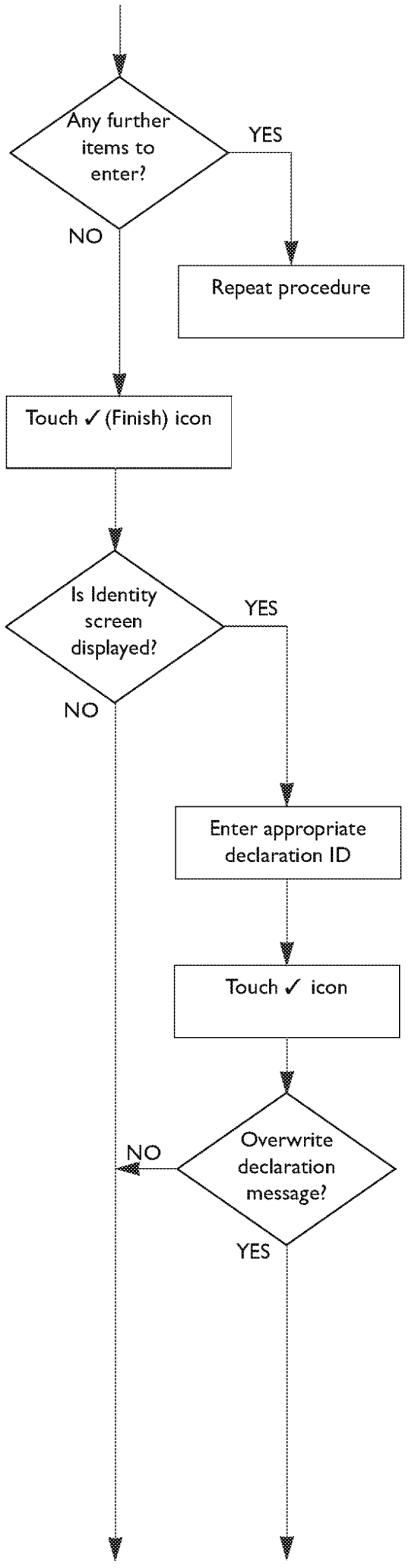
Shared stock unit declarations



- Decide whether you have any further non-value stock items to declare

  If you have any further non-value stock items to declare:

  - Repeat the procedure from the flow chart box 'Select appropriate declaration' on page 49.

- Touch the ✓ (Finish) icon

- Examine the screen to see if the Identity screen is displayed

  Please note: The system displays this screen for new declarations.

  If the Identity screen is displayed:

  - Enter the appropriate declaration ID

  - Touch the ✓ icon.

  - Examine the screen to see if there is a message asking if you wish to overwrite the declaration

  The system will display this message if you enter a declaration ID that has already been used for a previous declaration in this CAP.

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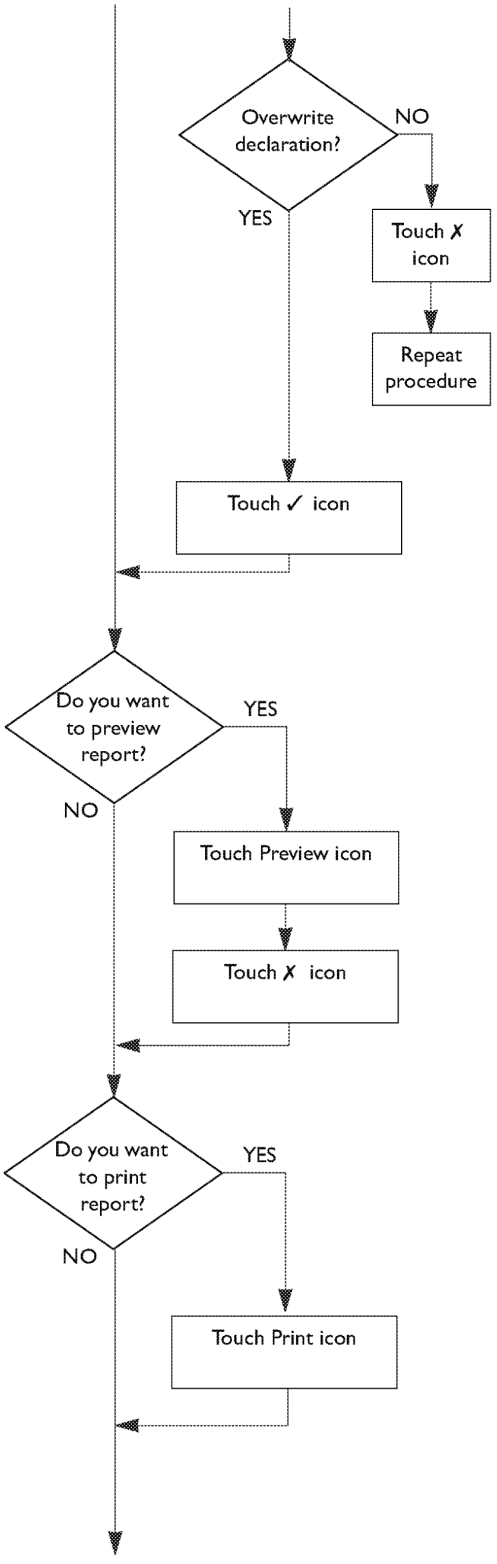
Shared stock unit declarations



- Decide whether you want to overwrite the declaration

If you do not want to overwrite the declaration:

- Touch the ✗ icon

The system will display the Identity screen.

- Repeat procedure from the flowchart box 'Enter appropriate declaration ID' on page 51.

If you do want to overwrite the declaration:

- Touch the ✓ icon.

- Decide whether you want to preview the non-value stock report on the screen

If you want to preview the report:

- Touch the Preview icon

If there is more than one page, use the ☞ icon to scroll through the pages.

- Touch the ✗ icon to exit from the report preview.

- Decide whether you want to print the non-value stock report

Please note: It is advisable to print the report if you need to re-enter values.

If you want to print the non-value stock report:

- Touch the Print icon.

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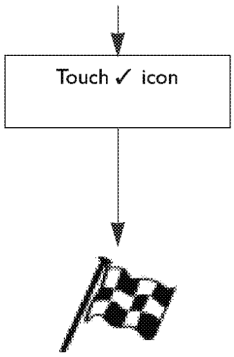
Shared stock unit declarations



- Touch the ✓ icon

  The Horizon system will display the Stock Balancing menu.

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10 Declaring stamps and stock

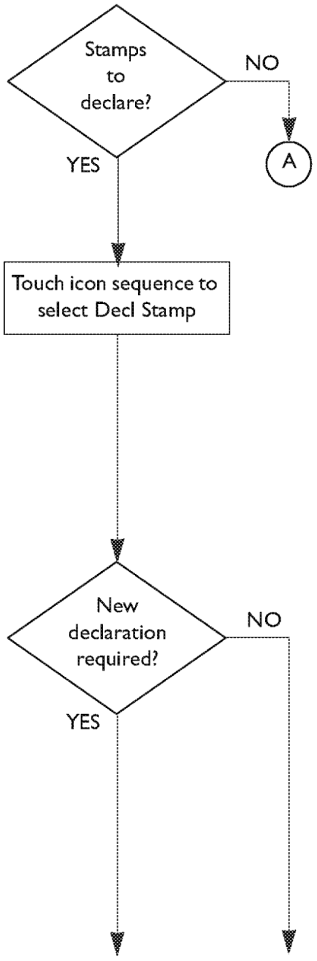
Use this procedure when you need to declare the value of the stamps and stock in your shared stock unit (excluding cash) at the end of a Cash Account Period or when your stock is balanced.

Stock declaration is an optional procedure for a shared stock unit and the user may elect to adjust stock instead. For information on adjusting stock, see subsection 2; Adjusting stock. However, if a declaration is made for one portion of stock, all other portions must declare too.

You must make a stamp declaration for each part of a shared stock unit. Allocate an identity number to each stamp declaration.

For information on declaring stamps for individual stock unit balancing, see subsection 5; Declaring your stamps.

For information on declaring cash, see subsection 11; Declaring your cash.



- Decide whether you have any stamps to declare.

If you do not:

- Go to 'A' on page 58

If you do:

- Select the Decl Stamp option by touching the following icon sequence:
  - Stock Balancing
  - Decl Stamp

  The system will show you a picklist of any previous declarations, and a new declaration option.

  If no previous declaration has been made, the system will go straight to the new declaration option.
- Select the type of declaration required:
  - new (this gives you a series of zeros so that you can enter a new declaration)
  - existing (this shows you the previous declaration for the user ID. The declaration can be edited)

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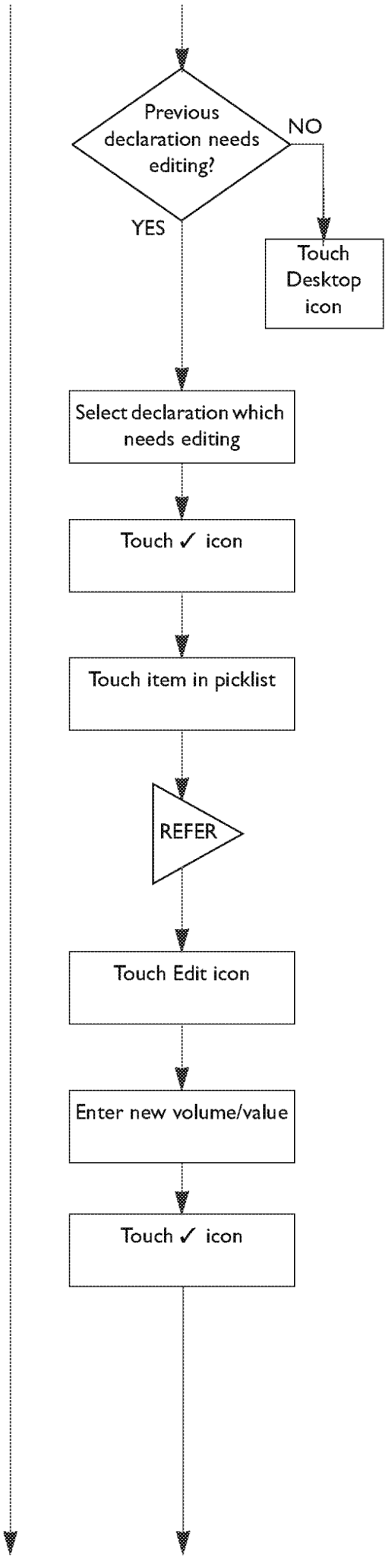
Shared stock unit declarations



If the system displays a picklist of previous declarations:

- Decide whether you wish to edit any of the previous declarations.

If you do not wish to edit a previous declaration:

- Touch the Desktop icon to keep the previous declarations as they are.

If you wish to edit a previous declaration:

- Select the declaration which needs editing

- Touch the ✓ icon

- Touch an item in the picklist to select it.

For information on picklists, see System Administration; System features; Using picklists.

- Touch the Edit icon

The screen will display the Edit box.

- Enter the new volume/value

For fixed price products, you enter the volume. For open priced products, you enter the value.

- Touch the ✓ icon

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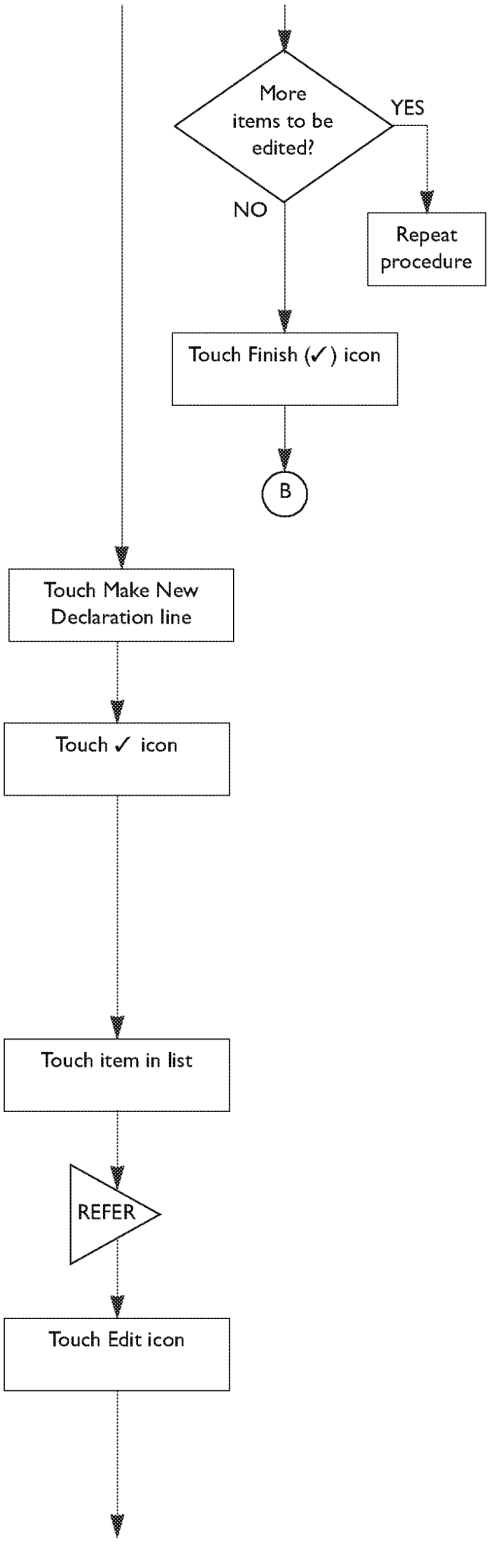
Shared stock unit declarations



- Check whether you have more items to edit

If you have more items to edit:

- Repeat the procedure from the flow-chart box 'Touch item in picklist' on page 55.

If you do not wish to edit more items:

- Touch the Finish (✓) icon to replace the previous declaration.

- Go to next 'B' on page 57

If a declaration has not been made previously:

- Touch the Make New Declaration line in the picklist

- Touch the ✓ icon

  The Declare Stamps on Hand picklist will be displayed, with all values and quantities set to zero and the first stamp item highlighted. You can use the arrow icons to move up and down the pages of the list.

  Please note: A separate declaration is required for each individual allocation of stamps in the shared stock unit.

- Touch an item in the picklist to select it

  For information on picklists, see System Administration; System features; Using picklists.

- Touch the Edit icon

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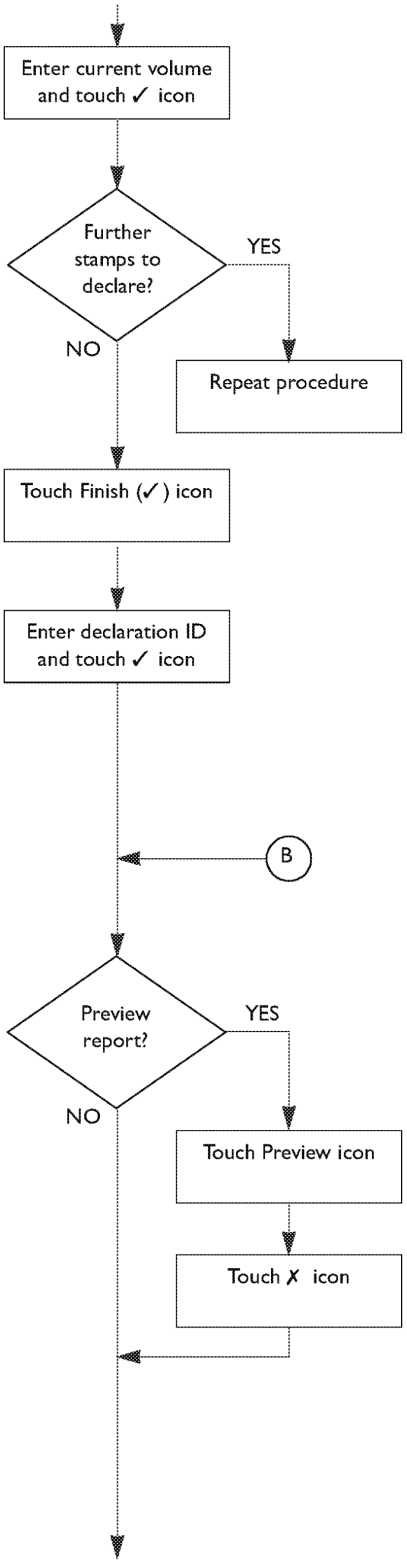
Shared stock unit declarations



- Enter the current volume for the item, then touch the ✓ icon

- Decide whether you have further stamps to declare

If you have further stamps to declare:

- Repeat the procedure from the flow-chart box 'Touch item in list' above.

If you have declared all your stamps:

- Touch the Finish (✓) icon

- When prompted, enter your Declaration Identity then touch the ✓ icon

Please note: You need a separate Declaration Identity for each part of a shared stock unit. Using the same Declaration Identity for a second declaration will overwrite the original declaration. If you make a declaration and the stock is re-used in the same CAP, a further declaration using the original Declaration Identity must be made.

- Decide whether you want to preview a declaration report of the stamps in hand

If you want to preview the report:

- Touch the Preview icon

If you need to move around the report, use the ☞ icon.

- Touch the ✗ icon to exit from the report preview.

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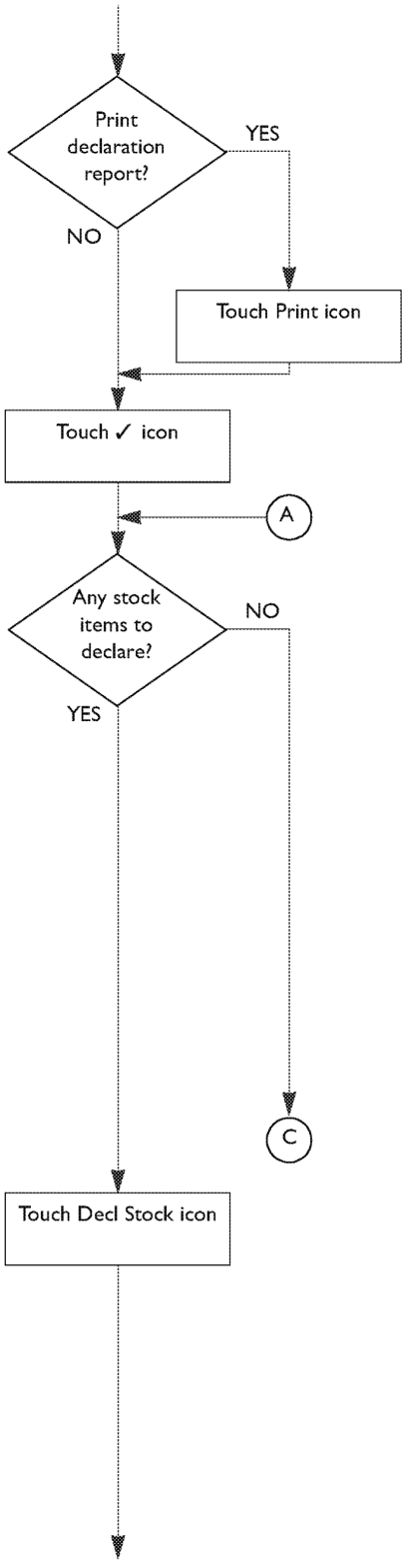
Shared stock unit declarations



- Decide whether you want to print a declaration report of the stamps on hand

Please note: You are advised to print the report if you need to re-enter stamps.

If you want to print the report:

- Touch the Print icon

- Touch the ✓ icon

The Horizon system will now display the Stock Balancing screen.

- Decide whether you have any stock items to declare

Declaration of stock is an optional procedure and you may wish to use Adjust Stock as an alternative. For information on stock adjustment, see subsection 2; Adjusting stock.

Please note: If a declaration is made for one portion of stock, all other portions must declare too. If a declaration has already been made for a portion of a stock and you accidentally include that portion in further declarations using a separate ID you must overwrite the original declaration with zero values.

If you do not have any stock to declare:

- Go to 'C' on page 62

If you have stock to declare:

- Touch the Decl Stock icon

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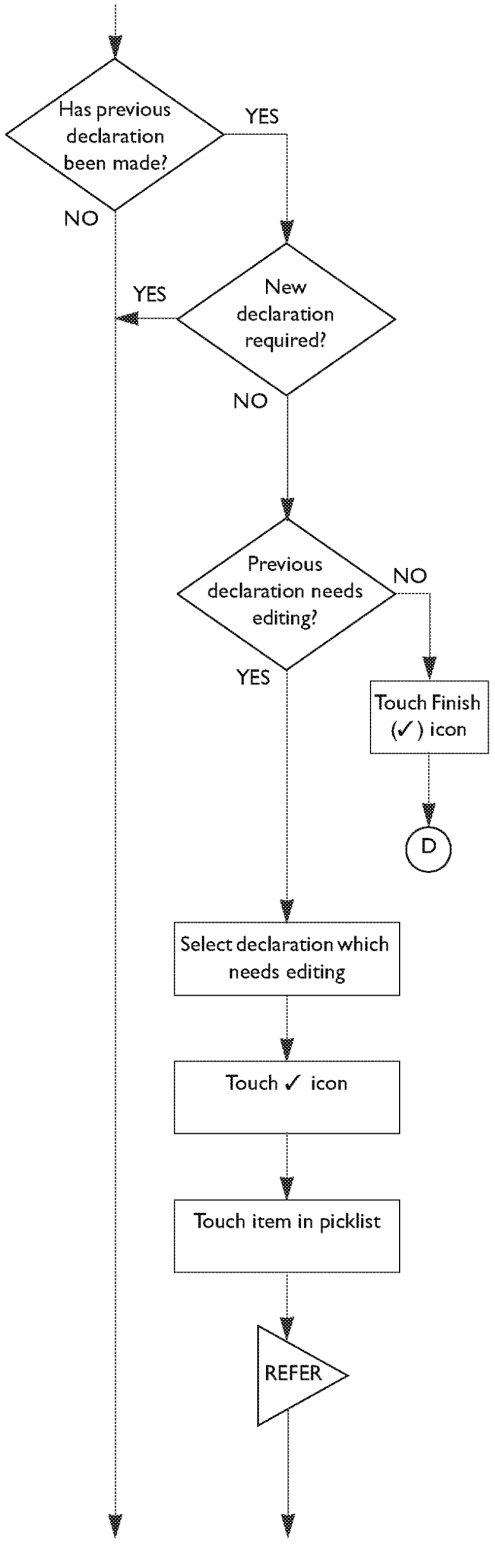
Shared stock unit declarations



The system will show you a picklist of any previous declarations, and a new declaration option.

Please note: If no previous declaration has been made, the system goes straight to the new declaration option.

- Select the type of declaration required

- new (this will give you a series of zeros so that you can enter a new declaration)
- existing (this will show you the previous declaration for the ID, which can be edited)

If the system displays a picklist of previous declarations:

- Decide whether you wish to edit any of the previous declarations

If you do not wish to edit a previous declaration:

- Touch the Finish (✓) icon to keep the previous declaration.

- Go to 'D' on page 62

If you wish to edit the declaration:

- Select the declaration which needs editing

- Touch the ✓ icon

- Touch an item in the picklist to select it

For information on picklists, see System Administration; System features; Using picklists.

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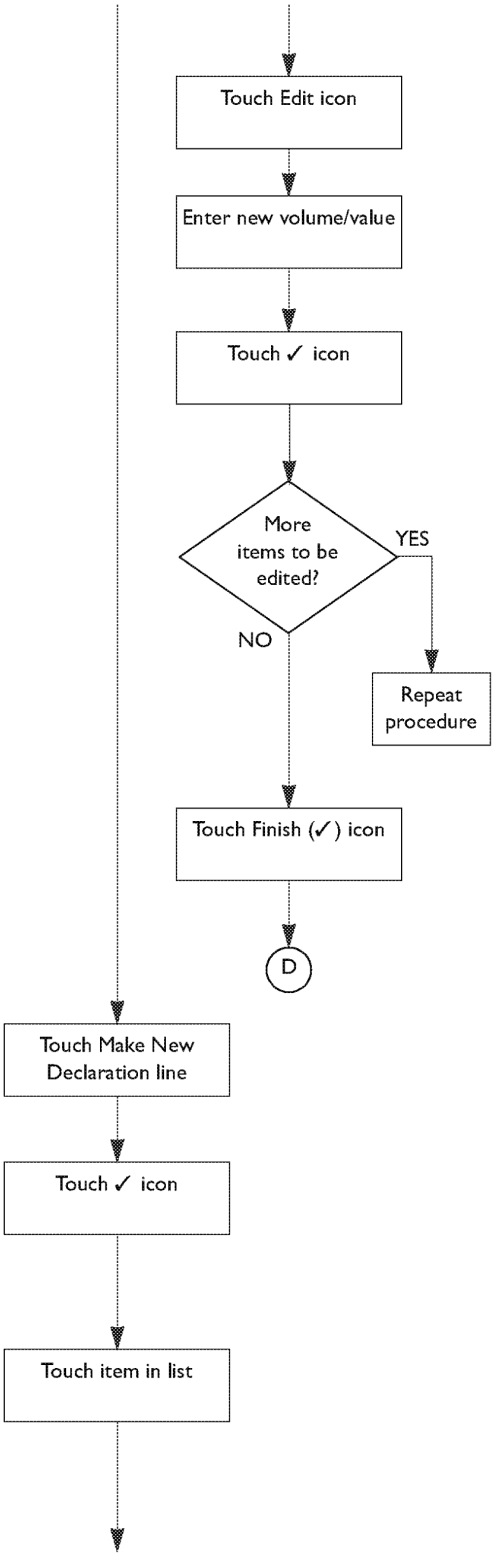
Shared stock unit declarations



- Touch the Edit icon

The screen will display the Edit box.

- Enter the new volume/value

- Touch the ✓ icon

- Check whether you have more items to edit

If you have more items to edit:

- Repeat the procedure from the flow-chart box 'Touch item in picklist' on page 59

If you do not wish to edit more items:

- Touch the Finish (✓) icon to replace the previous declaration.

- Go to 'D' on page 62

If a declaration has not been made previously:

- Touch Make New Declaration line

- Touch the ✓ icon

  The Declare Stock on hand list will be displayed, with all the values and quantities set to zero and the first item highlighted. You can use the arrow icons to move up and down the pages of the list.

- Touch an item in the picklist to select it

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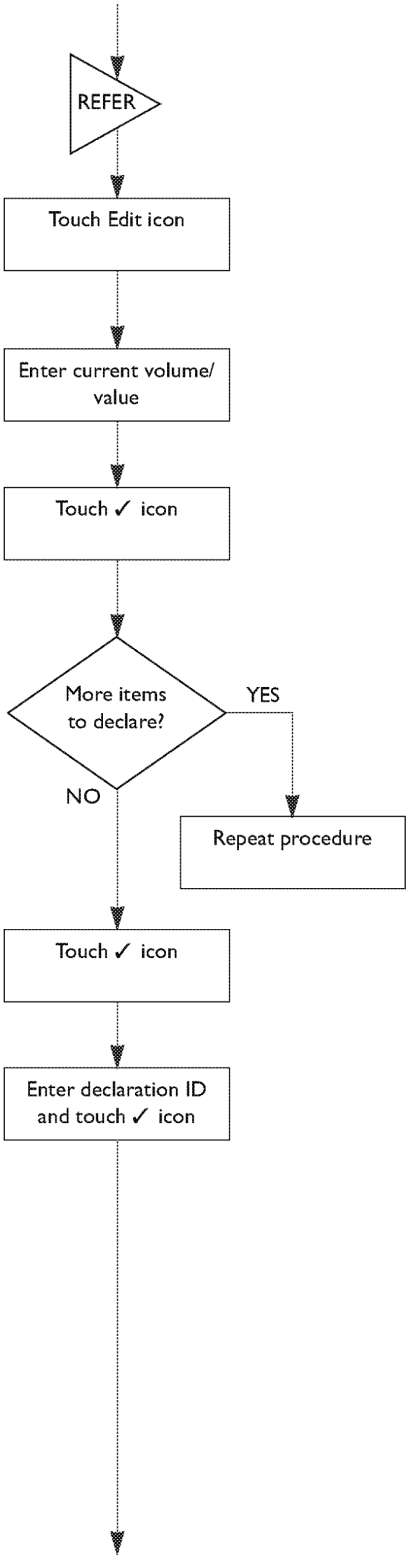
Shared stock unit declarations



For information on picklists, see System Administration; System features; Using picklists.

- Touch the Edit icon

  The screen will display the Edit box.

- Enter the current volume/value

- Touch the ✓ icon

- Decide whether you have any more stock items to declare

  If you have further stock to declare:

  - Repeat the procedure from the flow-chart box 'Touch item in list' on page 60

- Touch the ✓ icon

- When prompted, enter your Declaration Identity then touch the ✓ icon

  Please note: You will need a separate Declaration Identity for each part of a shared stock unit. Using the same Declaration Identity for a second declaration will overwrite the original declaration. If a declaration is made and the stock re-used in the same CAP, a further declaration using the original Declaration Identity must be made.

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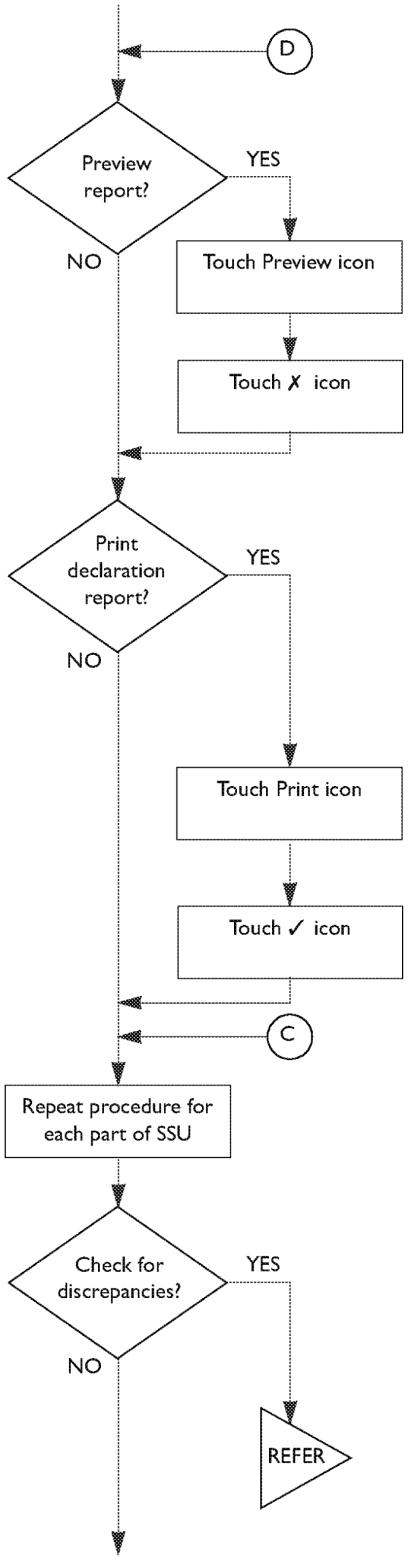
Shared stock unit declarations



- Decide whether you want to preview a declaration report of stock on hand

If you want to preview the report:

- Touch the Preview icon

If you need to move around the report, use the ☞ icon.

- Touch the ✗ icon to exit the report preview.

- Decide whether you want to print a declaration report of the stock on hand

Please note: You are advised to print the report if you need to re-enter stock.

If you want to print the report:

- Touch the Print icon

- Touch the ✓ icon

The system will return to the Stock Balancing screen.

- Repeat the procedure for each part of the shared stock unit from the flow-chart box 'Touch icon sequence to select Decl Stamp' on page 54

- Decide whether you want to check for any discrepancies between your declarations and the system-derived totals

If you want to check for discrepancies:

For information on dealing with discrepancies, see subsection 8; Checking for discrepancies before balancing.

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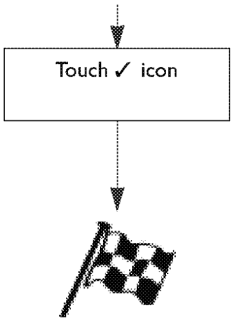
Shared stock unit declarations



- Touch the ✓ icon.

  The system will return to the Stock Balancing screen.

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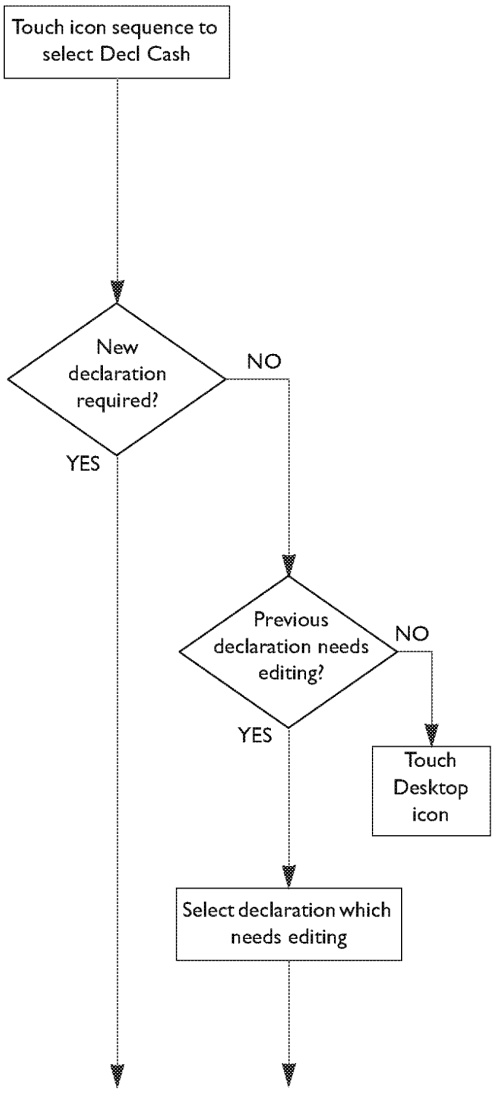
11 Declaring your cash

Use this procedure when you need to record the amount of cash in your shared stock unit in order to balance.

You should declare your cash at the end of your shared stock unit balance. Each part of the stock needs a declaration identity number so that individual cash holdings can be declared.

For information on how to declare cash for an individual stock unit balance, see subsection 6; Declaring your cash.

For information on how to enter your cash for end of day purposes, see Reports; Daily summaries; Producing a daily counter summary.



- Select the Decl Cash option by touching the following icon sequence:
  - Stock Balancing
  - Decl Cash

  The system shows you a picklist of any previous declarations, and a new declaration option.

  If no previous declaration has been made, the system goes straight to the 'new declaration' option.
- Select the type of declaration required
  - new (this gives you a series of zeros so that you can enter a new declaration)
  - existing (this shows you the previous declaration for the ID. The declaration can be edited)

If the system displays a picklist of previous declarations:

- Decide whether you wish to edit any of the previous declarations

If you do not wish to edit a previous declaration:

- Touch the Desktop icon to keep the previous declarations as they are.

If you wish to edit a previous declaration:

- Select the declaration which needs editing

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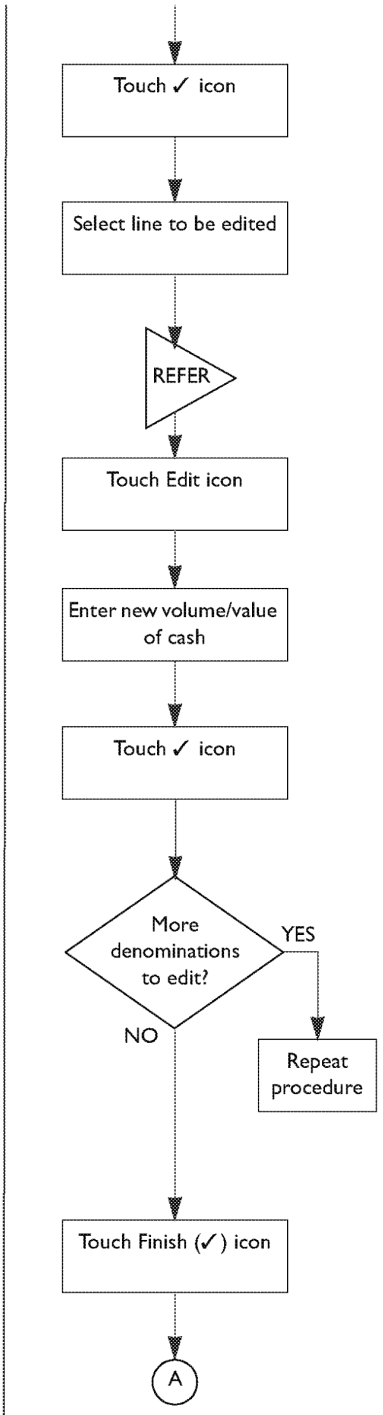
Shared stock unit declarations



- Touch the ✓ icon

- Select the line to be edited in the picklist

For information on picklists, see System Administration; System features; Using picklists.

- Touch the Edit icon

The screen will display the Edit box.

- Enter the new volume/value of cash

- Touch the ✓ icon

- Check whether you have more denominations of cash to edit

If you have more denominations of cash to edit:

- Repeat the procedure from the flow-chart box 'Select line to be edited' on page 65.

If you do not wish to edit more denominations of cash:

- Touch the Finish (✓) icon to replace the previous declaration.

- Go to next 'A' on page 67

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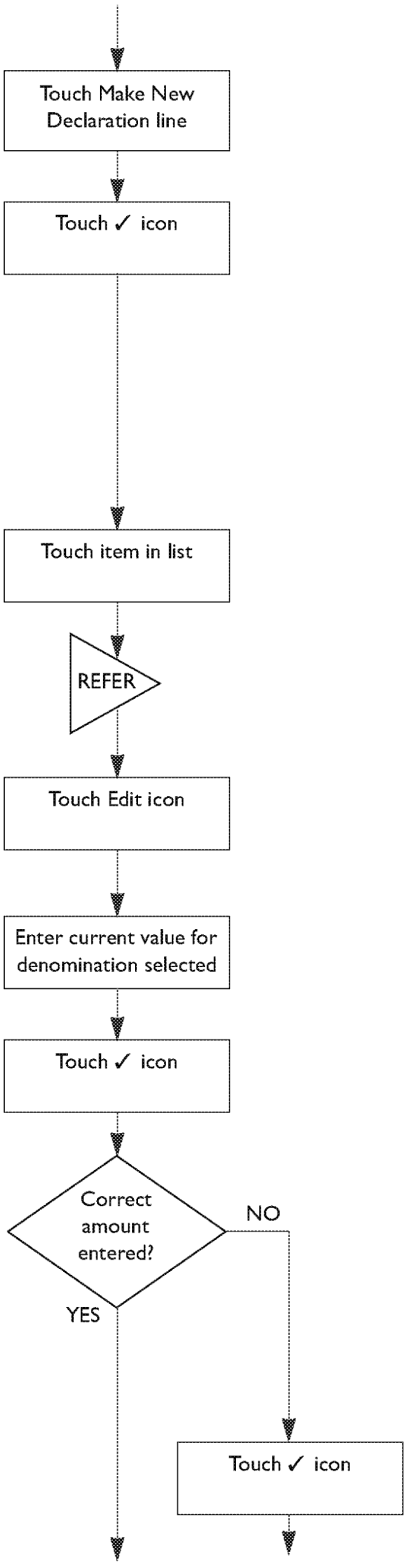
Shared stock unit declarations



If a declaration has not been made previously:

- Touch the Make New Declaration line in the picklist
- Touch the ✓ icon

The Declare Cash on Hand picklist is displayed with all values set to zero and the first cash item highlighted.
You can use the arrow icons to move up and down the pages of the list.

Please note: You must make a separate declaration for the cash in each part of the shared stock unit.

- Touch an item in the picklist to select it

For information on picklists, see System Administration; System features; Using picklists.

- Touch the Edit icon
- Enter the current value for the denomination selected
- Touch the ✓ icon
- Examine the screen to see whether you have entered the correct amount

The Horizon system will advise you if the value entered is not a multiple of, or equal to, the unit item.

If you have entered an incorrect amount:

- Touch the ✓ icon

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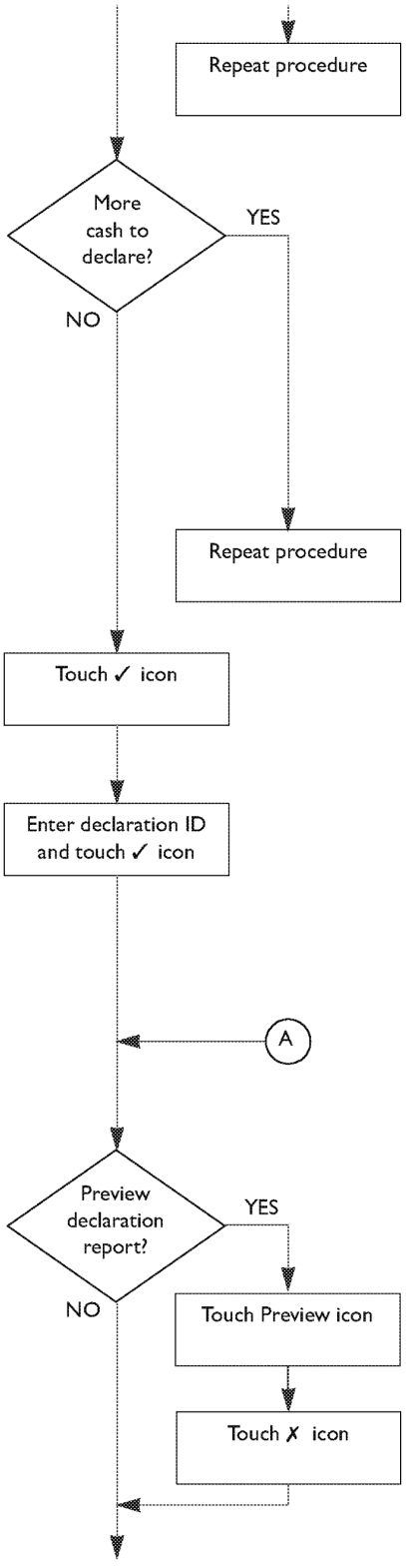
Shared stock unit declarations



- Repeat the procedure from the flow-chart box 'Touch item in list' on page 66.

- Decide whether you have any cash to declare for any other denominations listed

Please note: If you accidentally declare an excess of cash (that is declaring cash that has already been accounted for in a different portion) you can redeclare using the same identity but with zero values.

If you have more cash to declare:

- Repeat the procedure from the flow-chart box 'Touch item in list' on page 66.

When you have declared all your cash:

- Touch the ✓ icon

- When prompted, enter your Declaration Identity and touch the ✓ icon.

Please note: You need a separate Declaration Identity for each part of a shared stock unit. Using the same Declaration Identity for a second declaration will overwrite the original declaration. If you make a declaration and the stock is reused in the same CAP, a further declaration using the original Declaration Identity must be made.

- Decide whether you want to preview a declaration report of the cash on hand on the screen

If you want to preview the report:

- Touch the Preview icon

Please note: If you need to move around the report, use the ☞ icon.

- Touch the ✗ icon to exit the report preview.

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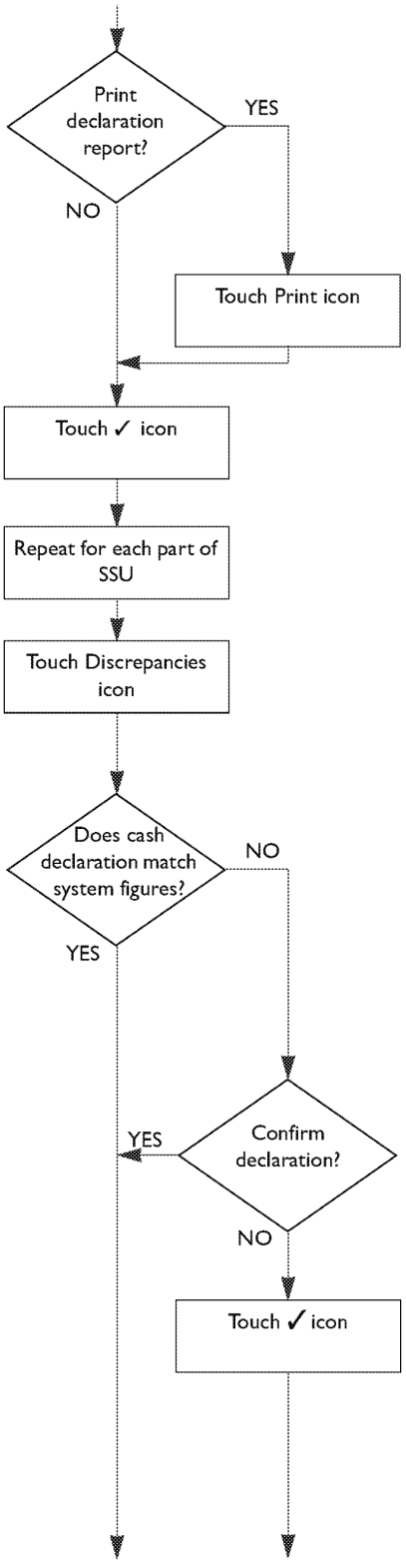
Shared stock unit declarations



- Decide whether you want to print a declaration report of the cash on hand

  You are advised to print the report if you need to re-enter cash.

  If you want to print the report:

  - Touch the Print icon

- Touch the ✓ icon to return to the Stock Balancing screen.

- Repeat the procedure for each part of the shared stock unit from the flow-chart box 'Touch icon sequence to select Decl Cash' on page 64
- Touch the Discrepancies icon

- Decide whether your declaration of cash matches the cash calculated by the Horizon system

  If the declaration does not match that calculated by the Horizon system:

  The system displays the Discrepancies screen, showing the amount by which your declaration differs from the system figures.

  - Decide whether you want to confirm your declaration.

  If you wish to re-enter your cash declaration:

  - Touch the ✓ icon

  The system will display the Stock Balancing screen.

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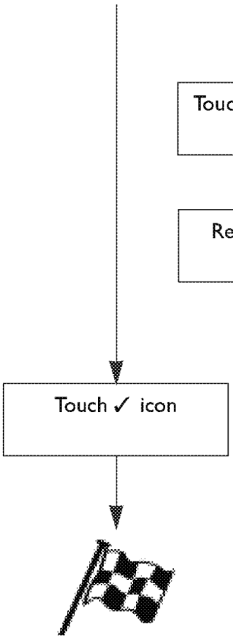
Shared stock unit declarations



- Touch the Decl Cash icon

The system will display the declaration picklist.

- Repeat the procedure from the flow-chart box 'New declaration required?' on page 64.

- Touch the ✓ icon

The system will display the Stock Balancing screen.

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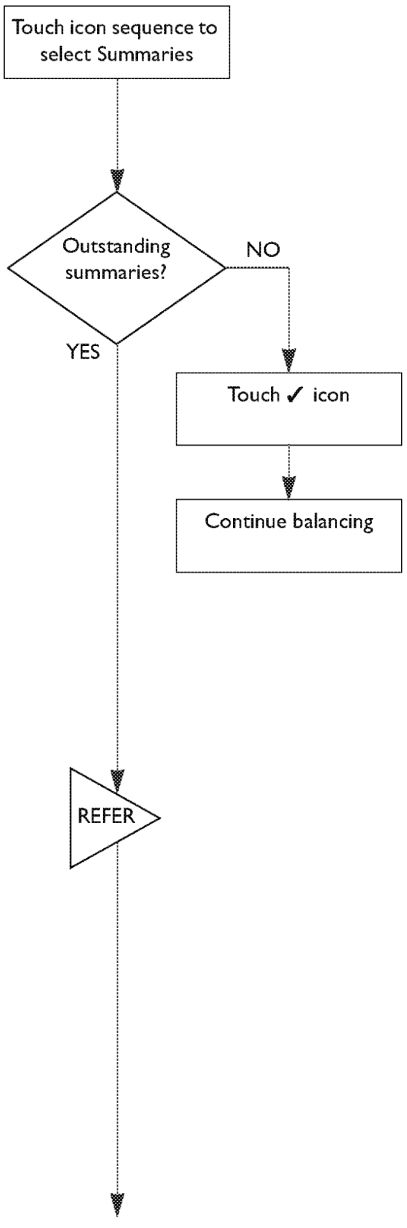
12 Checking and producing outstanding summaries

Use this procedure when you want to check which summaries are outstanding.

This procedure is not mandatory. Any outstanding summaries will be identified automatically by the system during the stock balancing process.



- Select the Summaries option by touching the following icon sequence:
  - Stock Balancing
  - Summaries
- Examine the screen to see whether there are any outstanding summaries

If there are no outstanding summaries

The system will display a message stating that there are no outstanding summaries.

- Touch the ✓ icon
- Continue balancing

This ends the procedure.

If there are outstanding summaries:

The Summaries outstanding screen will be displayed showing a picklist of summaries that have not yet been produced and indicating which summaries are mandatory.

For information on picklists, see System Administration; System features; Using picklists.

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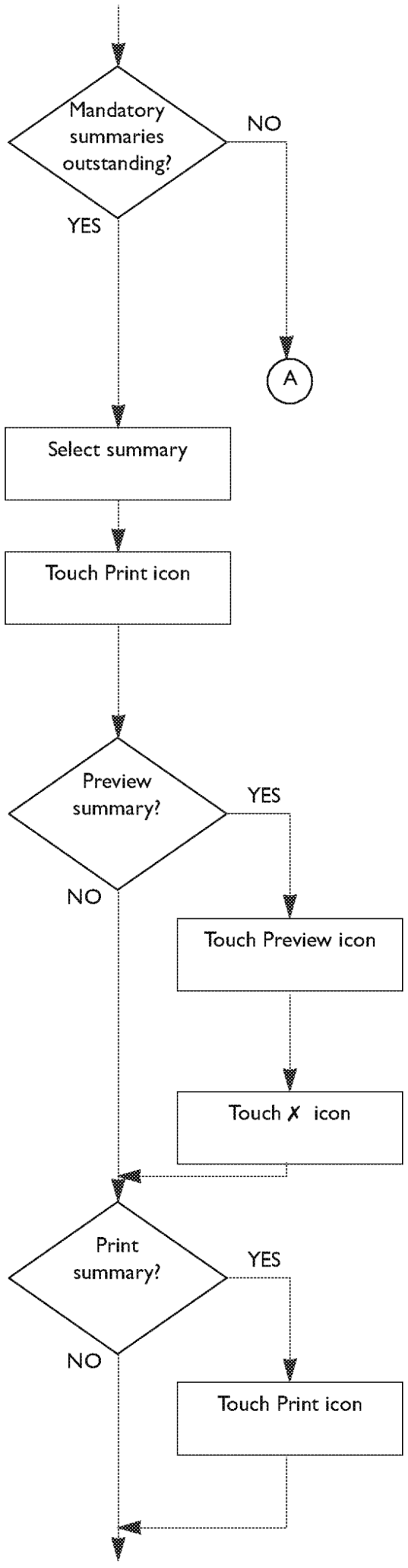
General stock unit activities



- Decide whether you need to produce any mandatory outstanding summaries

  Please note: You must produce all mandatory summaries before you can balance a stock unit.

  If you do not need to produce any mandatory summaries:

  - Go to 'A' on page 73

- Select the first mandatory summary that you need to produce

- Touch the Print icon

  The system will display the Produce Report screen for the selected summary.

- Decide whether you want to preview the summary on the screen

  If you want to preview the summary on screen:

  - Touch the Preview icon to display the summary

  Please note: If the summary contains more than one page, touch the ☞ icon to display the next page.

  - Touch the ✗ icon to return to the Produce Report screen.

- Decide whether you want to print the summary

  If you want to print the summary:

  - Touch the Print icon to print the summary

  The printer will print the summary and the system will redisplay the Produce Report screen.

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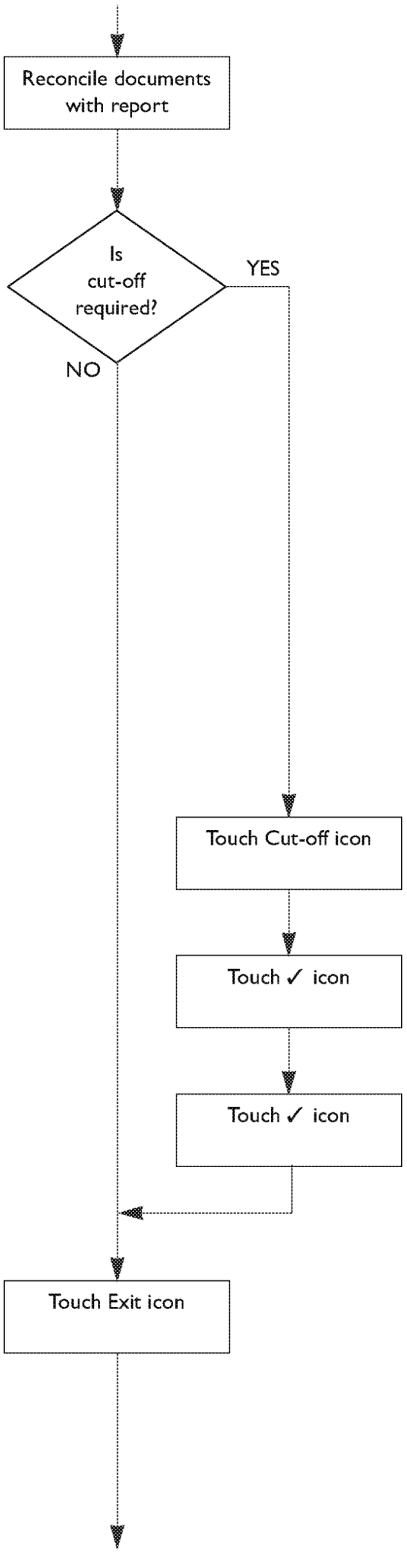
General stock unit activities



- Reconcile associated documents with the report

- Decide whether a cut off is required

  Please note: Cut off can only be carried out if either or both of the Print and Preview icons have been previously selected. Check the relevant associated documents against either the screen total or the system produced report before you confirm the cut off. If corrections need to be made, refer to Balancing with Horizon Guide; Section 4: Correcting errors on Horizon and Out Of Hours procedures.

  You will not be able to proceed with balancing until all mandatory summaries are produced and cut off.

  If cut off is required:

  - Touch the Cut-off icon
  - Touch the ✓ icon
  - Touch the ✓ icon when you see the cut-off status screen

- Touch the Exit icon

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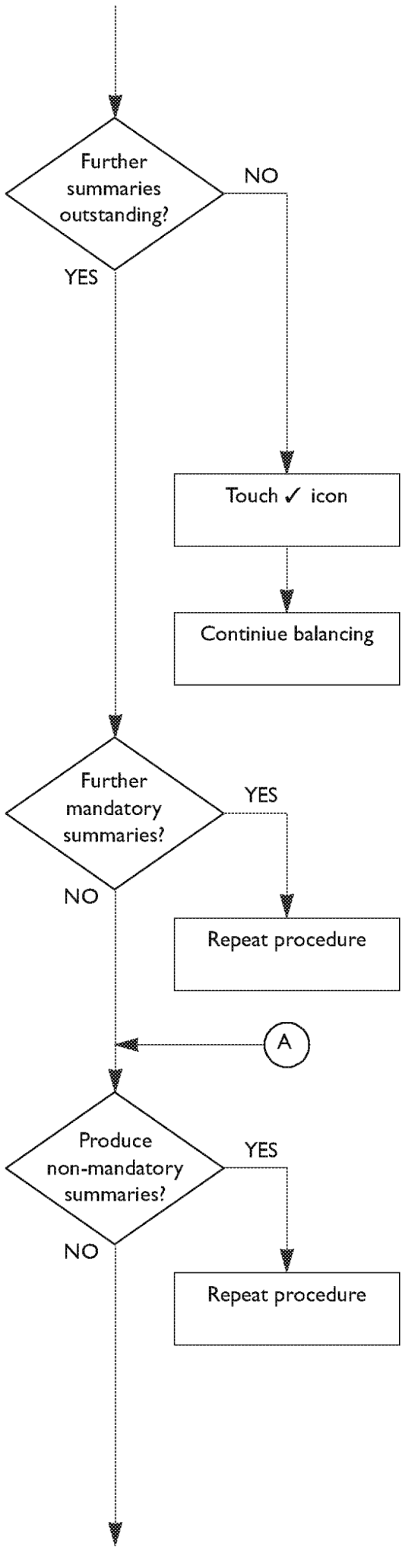
General stock unit activities



Examine the screen to see if there are further summaries outstanding

If there are further summaries outstanding the system will display the Summaries outstanding screen.

If there are no further summaries outstanding, the system will display a message telling you there are no outstanding summaries.

If there are no outstanding summaries:

- Touch the ✓ icon

- Continue balancing

This ends the procedure.

- Examine the screen to see whether there are further mandatory summaries outstanding

If there are:

- Repeat the procedure from the flow chart box 'Select summary' on page 71.

- Decide whether you want to produce any outstanding non-mandatory summaries

If you do:

- Repeat the procedure from the flow chart box 'Select summary' on page 71.

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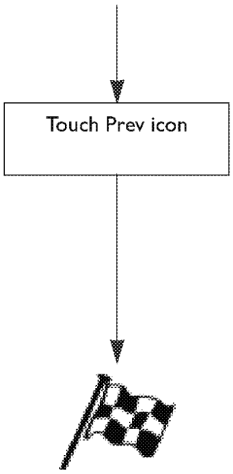
General stock unit activities



If you do not want to produce non-mandatory summaries:

- Select the Prev icon

The system will display the Stock Balancing menu.

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General stock unit activities

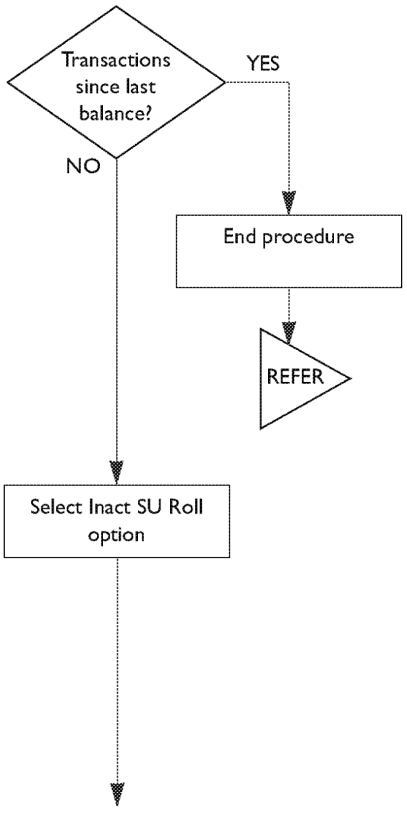
13 Rolling over an inactive stock unit

Use this procedure when you need to roll over an inactive stock unit.

You must roll over inactive stock units (stock units not used during the current Cash Account Period) to the next CAP prior to balancing the office account.

A stock unit cannot be rolled over as inactive if:

- the stock unit is not in the same CAP as the office
- the user does not have manager or supervisor access level
- transactions have been performed since the last Balance Report was confirmed
- there have been reference data changes which require upratings/downratings of stock (or a warning of data changes)
- a migration exercise has been carried out
- a declaration of stamps/stock has been made
- stock has been adjusted
- there has been a 'transfer in' from another stock unit
- a balance report has been produced
- a user is logged on to the stock unit



- Check whether any transactions have been carried out since the last balance

  If any transactions have been carried out since the last balance:

  - End the procedure, as you will not be able to perform an inactive stock unit rollover.

  For information on balancing the stock unit, see subsection 1; Balancing a stock unit or subsection 7; Balancing a stock unit.

- Select the Inact SU Roll option by touching the following icon sequence:
  - Office Balancing
  - Inact SU Roll

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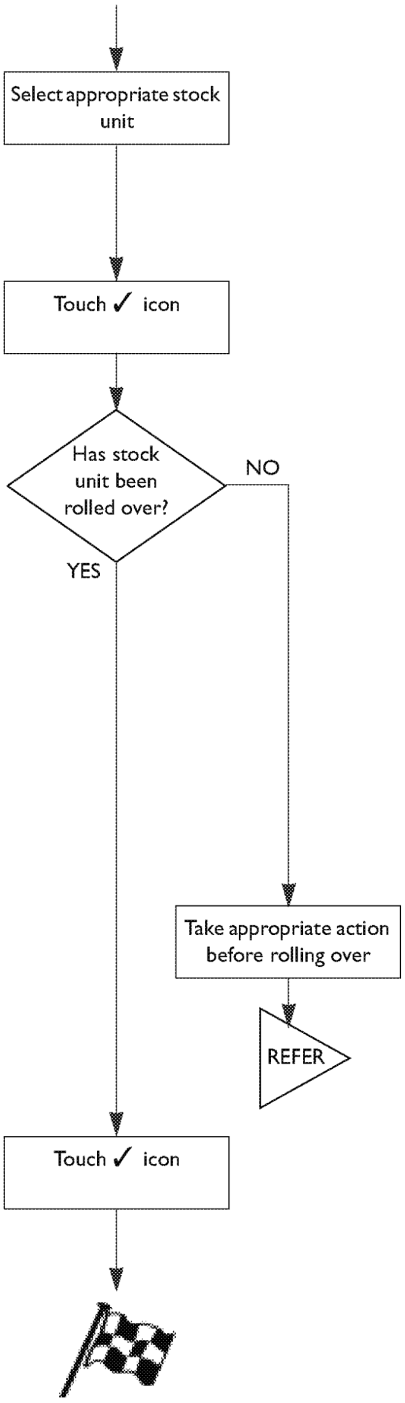
General stock unit activities



- Select the stock unit you require from the on-screen display by touching it to highlight it

  Please note: If the stock unit you want is not shown, use the arrow keys on the right of the screen to move up and down the list.

- Touch the ✓ icon to confirm the stock unit

  The system will not allow you the opportunity to confirm the rollover.

- Examine the screen to see whether the stock unit has been successfully rolled over to the next CAP and BP

  The Horizon system will display the Roll over screen for a few minutes while the stock unit is rolled over to the next CAP. Once rollover is completed, a final Balance Report will be printed automatically, which must be signed and datestamped.

  If the stock unit has not been successfully rolled over:

  The Horizon system will display a message advising you of the reason for the failed rollover.

  - Take the appropriate action before attempting to roll over the stock unit again.

  For information on balancing the stock unit see subsection 1; Balancing a stock unit or subsection 7; Balancing a stock unit.

- Touch the ✓ icon

  The Horizon system will return to the Office Balancing screen and will display a message to report the outcome of your action.

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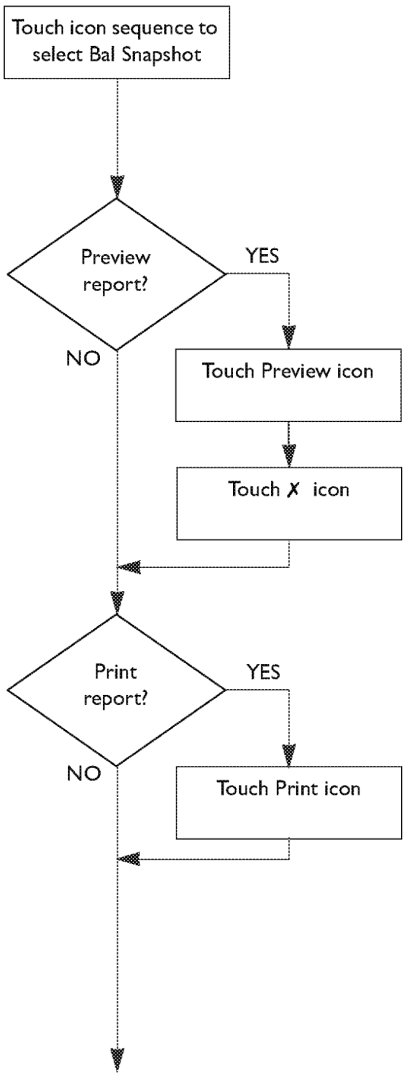
General stock unit activities

14 Producing a stock unit balance snapshot

Use this procedure when you need to produce a snapshot summary report of transactions and current system derived cash and stock levels for a stock unit.

The balance snapshot may be produced at any time but is usually the first step towards balancing a stock unit.

All transactions undertaken during the current balancing period up to the time the report was requested will appear on the snapshot report. Any stock or cash discrepancies will not be shown on the snapshot. However the discrepancies table at the top of the report will show discrepancies brought forward from a previous balancing period.



- Select the Balance Snapshot option by touching the following icon sequence:
  - Stock Balancing
  - Bal Snapshot

  Please note: There will be a delay while the report is prepared.
- Decide whether you want to preview the report

  If you want to preview the report:

  - Touch the Preview icon to preview the balance snapshot on the screen

  A preview of the report is displayed.

  - Touch the ✗ icon.

  The Produce Report screen will be displayed.

- Decide whether you want to print the report

  If you want to print the report:

  - Touch the Print icon.

  The Horizon system will print the balance snapshot and will return to the Produce Report screen.

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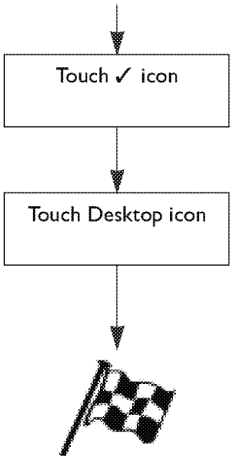
General stock unit activities



- Touch the ✓ icon

  The Stock Balancing screen will be displayed.

- Touch the Desktop icon

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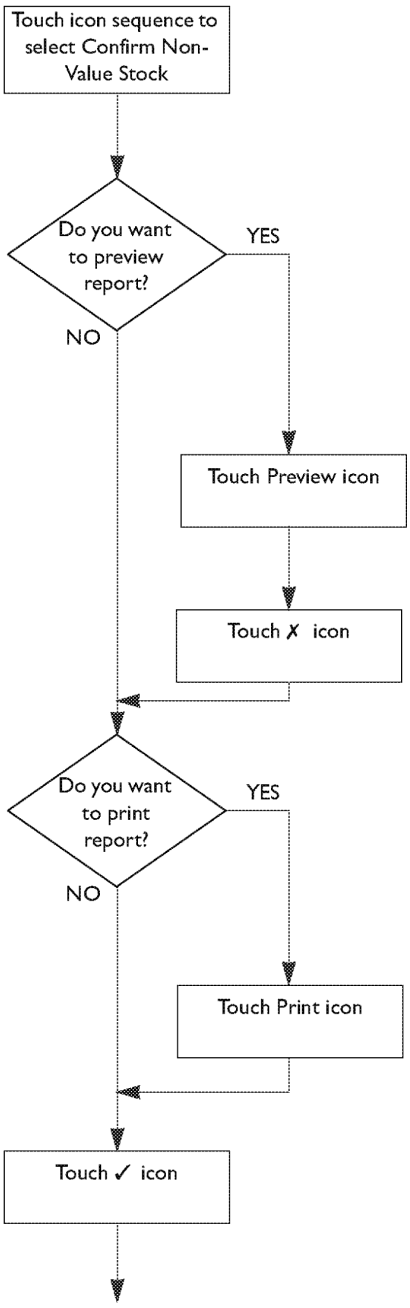
Cash Account production

15 Confirming non-value stock

Use this procedure when you need to confirm the overall non-value stock declaration for the office and print the Non-Value stock report.



- Select the Confirm Non-Value Stock option by touching the following icon sequence:
  - Office Balancing
  - Confirm Non-Value Stock

- Decide whether you want to preview the non-value stock report

  Please note: The report must be previewed or printed before non-value stock declarations can be confirmed.

  If you want to preview the report:

  - Touch the Preview icon

  If there is more than one page, use the ☞ icon to scroll through the pages.

  - Touch the ✗ icon to exit from the report preview.

- Decide whether you want to print the non-value stock report

  Please note: The report must be previewed or printed before non-value stock declarations can be confirmed.

  If you want to print the non-value stock report:

  - Touch the Print icon.

- Touch the ✓ icon

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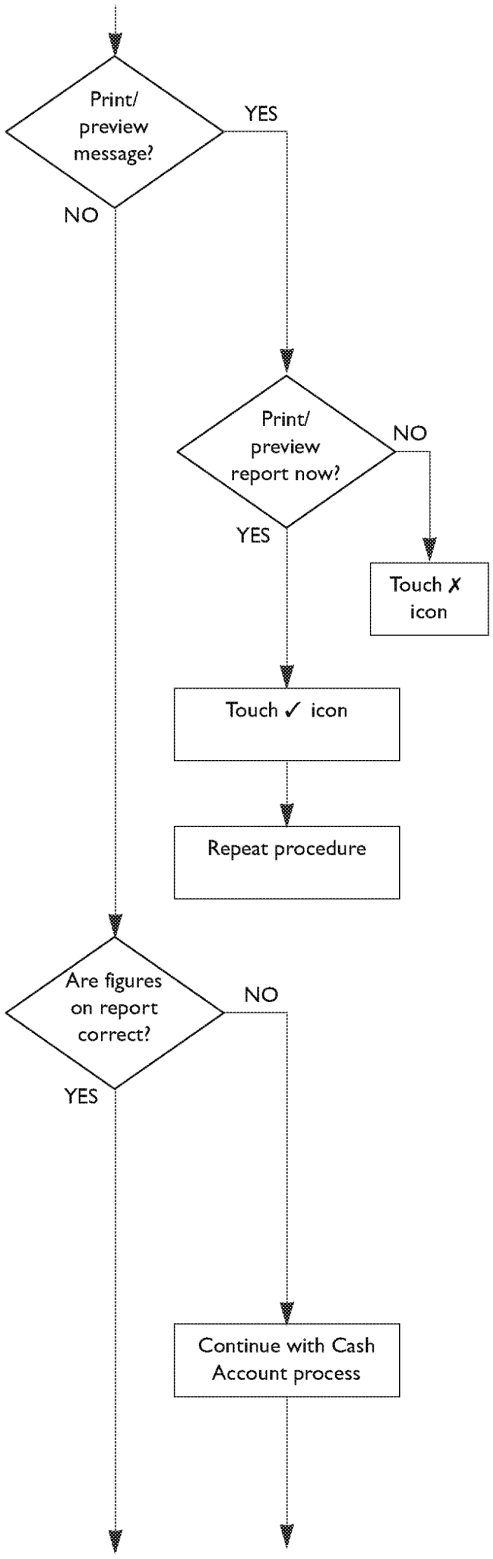
Cash Account production



- Examine the screen to see if there is a message telling you that the office weekly non-value stock report must be printed or previewed before it can be confirmed

  The system will display this message if you touch the Exit icon without having printed or previewed the non-value stock report.

  If the print/preview message is displayed:

  - Decide whether you want to print or preview the report

  If you do not want to print or preview the report:

  - Touch the ✗ icon to abandon the procedure.

  If you do want to print or preview the report:

  - Touch the ✓ icon

  - Repeat the procedure from the flow chart box 'Do you want to preview report?' on page 79.

- Check that the figures on the non-value stock report are correct

  Please note: It is essential that non-value stock is declared accurately and that corrections are made where necessary as this information is transmitted to SAP ADS and will be used for stock replenishment purposes.

  If the figures are incorrect:

  - Continue with the Cash Account process

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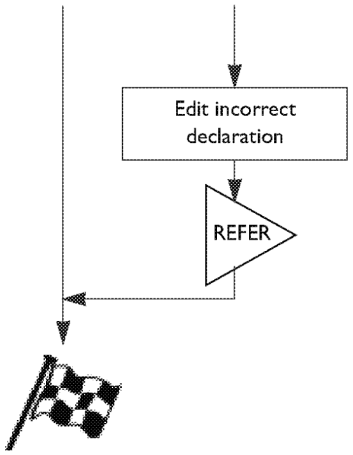
Cash Account production



- After completion of the Cash Account, edit the incorrect declaration.

For information on editing an incorrect declaration for an individual non-value stock unit, see subsection 4; Declaring non-value stock in individual stock units. For information on editing an incorrect declaration for a shared non-value stock unit, see subsection 9; Declaring non-value stock in shared stock units.

Please note: For SAP ADS to receive the amended figures, any alteration to a non-value stock declaration must take place on the same day as the Cash Account (regardless of what day the Cash Account is undertaken).

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16 Producing an office snapshot

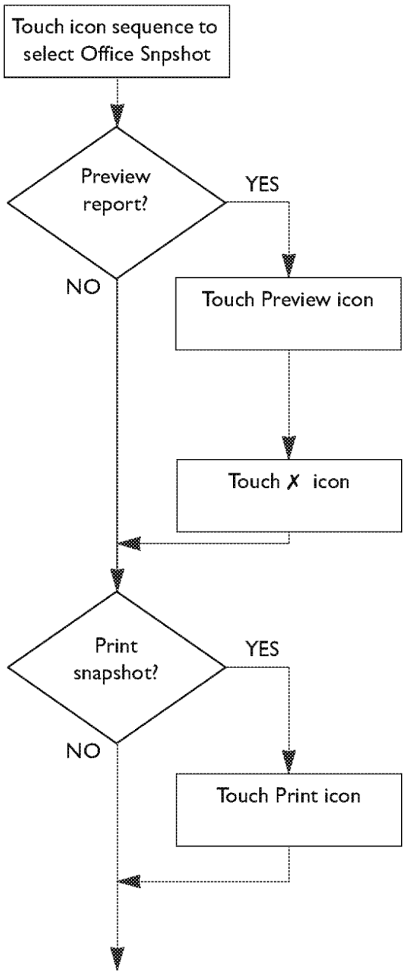
The snapshot gives a system derived view of the state of balance of your office, listing transactions for the current cash account period only.

This procedure is usually carried out after all the stock units are balanced to give you information about all the stock unit balances added together. However a snapshot can be taken at any time and it does not require the completion of all stock unit balances.

Only someone in your office with manager or supervisor access level can obtain an office snapshot.

Only stock units that have already been balanced will have any loss or gain displayed by the Horizon system. However if any stock units have unresolved discrepancies from a previous cash account period these will still show on the snapshot.

When you need to produce a summary report of transactions, and current cash and stock levels in the office:



- Select the Office Snapshot option by touching the following icon sequence:
  - Office Balancing
  - Office Snpshot
- Decide whether you want to preview the report

If you want to preview the report:

- Touch the Preview icon to preview the office snapshot on the screen

There will be a delay before a preview of the report is displayed. If the report contains more than one page, touch the ☞ icon to display the next page.

- Touch the ✗ icon.

The Horizon system will display the Produce Report screen.

- Decide whether you want to print the office snapshot

If you want to print the office snapshot:

- Touch the Print icon.

Please note: There will be a delay while the report is prepared. The Horizon system then prints the report and returns to the Produce Report screen.

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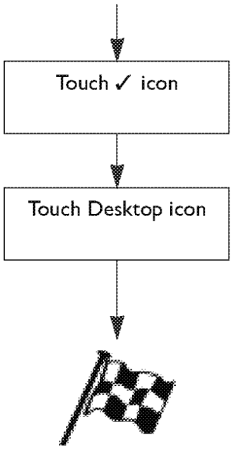
Cash Account production



If you do not want to print the office snapshot:

- Touch the ✓ icon

  The Horizon system will return to the Office Balancing screen.

- Touch the Desktop icon

  The Horizon system will return to the Desktop.

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17 Producing a Cash Account

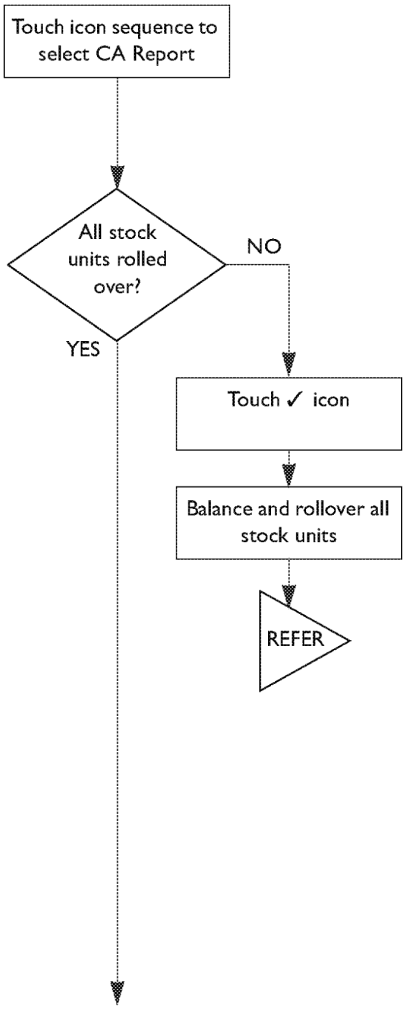
Use this procedure when you need to produce a final Cash Account report.

Before you produce a cash account report: all stock units must have been balanced and rolled over to the next Cash Account Period (CAP).

For information on balancing and rolling over a stock unit, see subsection 1; Balancing a stock unit or subsection 7; Balancing a stock unit

Non-accounting data and parcel traffic must be entered. For information on entering:

- non-accounting data, see Transactions - Other - Part two booklet; Miscellaneous
- parcel traffic, see Transactions - Other - Part two; Miscellaneous; Recording parcel traffic from DPI Schedules



- Select the CA Report option by touching the following icon sequence:
  - Office Balancing
  - CA Report

  The Horizon system will display the Produce Report: Office Report screen.
- Examine the screen to see whether all stock units have been rolled over

  The system displays a warning message if there are stock units that have not been rolled over.
  - Touch the ✓ icon
  - Balance and rollover all stock units

For information on balancing and rolling over stock units, see subsection 1; Balancing a stock unit or see subsection 7; Balancing a stock unit.

For information on rolling over dormant stock units, see subsection 13; Rolling over an inactive stock unit.

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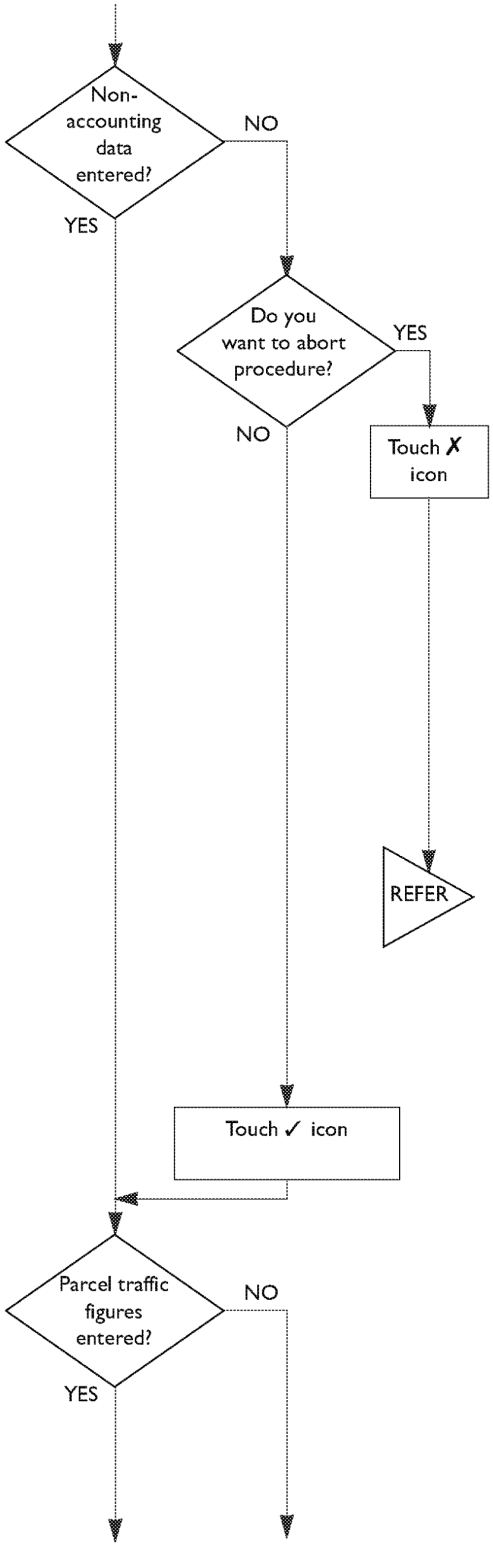
Cash Account production



- Examine the screen to see whether the system is displaying a message advising you that you have not entered non-accounting data

If this message is displayed:

- Decide whether you want to abort the procedure and enter non-accounting data

If you want to abort the procedure:

- Touch the ✗ icon and enter the data

Please note: All non-accounting data must be entered at a stock unit before it is balanced. If at this stage, non-accounting data still needs to be entered or if existing totals need to be amended, you will need to create a new stock unit and enter the appropriate non-accounting data figures. For further information refer to Balancing with Horizon Guide; Section 4: Correcting errors on Horizon and Out Of Hours procedures.

For information on entering non-accounting data, see Transactions - Other - Part two; Miscellaneous; Figures for traffic not appearing on the Cash Account and see subsection 19; Making changes to the Cash Account after stock unit balance.

If you do not want to abort the procedure:

- Touch the ✓ icon.

Please note: As all non-accounting data must be entered, this option must only be selected if no non-accounting data has been transacted.

- Examine the screen to see whether the system is displaying a message advising you that you have not entered parcel traffic figures

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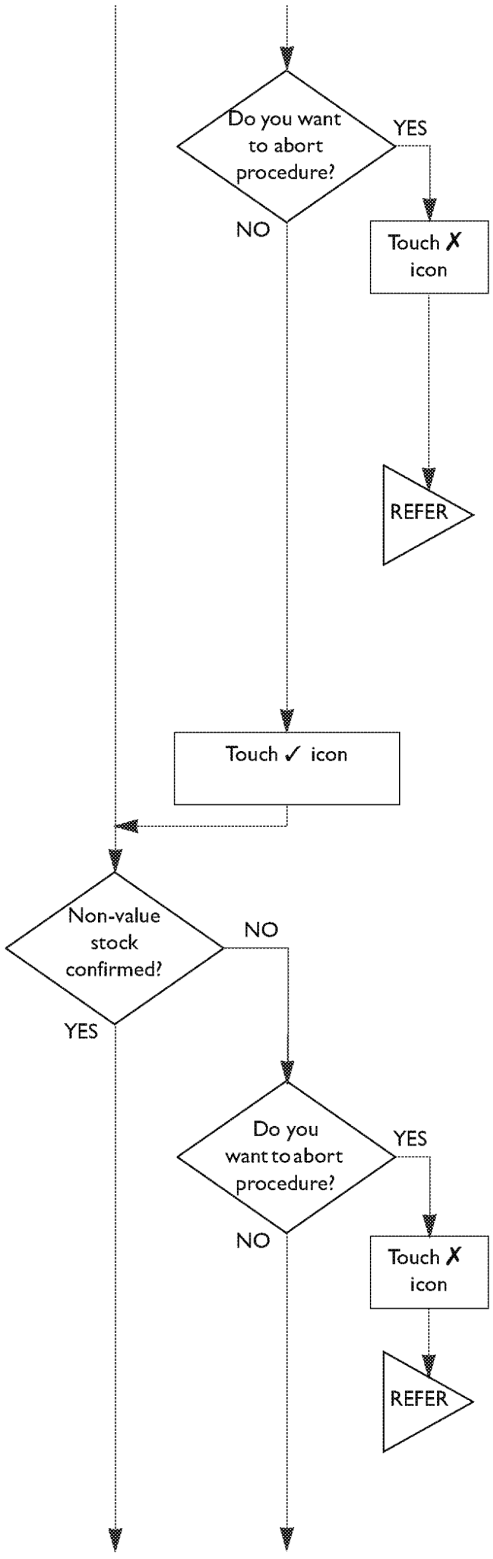
Cash Account production



If this warning message is displayed:

- Decide whether you want to abort the procedure and enter parcel traffic figures.

If you want to abort the procedure:

- Touch the ✗ icon and enter the data.

All parcel traffic figures must be entered at a stock unit before it is balanced. If at this stage, parcel traffic still needs to be entered or if existing totals need to be amended, you will need to create a new stock unit and enter the appropriate parcel traffic figures.

For information on entering parcel traffic, see Transactions - Other - Part two; Miscellaneous; Recording parcel traffic from DPI Schedules and Balancing with Horizon Guide; Section 4: Correcting errors on Horizon and Out Of Hours procedures.

If you do not want to abort the procedure:

- Touch the ✓ icon.

Please note: As all parcel traffic data must be entered, this option must only be selected if no parcel traffic has been transacted.

- Examine the screen to see whether the system is displaying a message advising you that non-value stock totals have not been confirmed

If this warning message is displayed:

- Decide whether you want to abort the procedure and confirm the non-value stock declarations

If you want to abort the procedure:

- Touch the ✗ icon and confirm non-value stock

For information on confirming non-value stock, see subsection 15; Confirming non-value stock.

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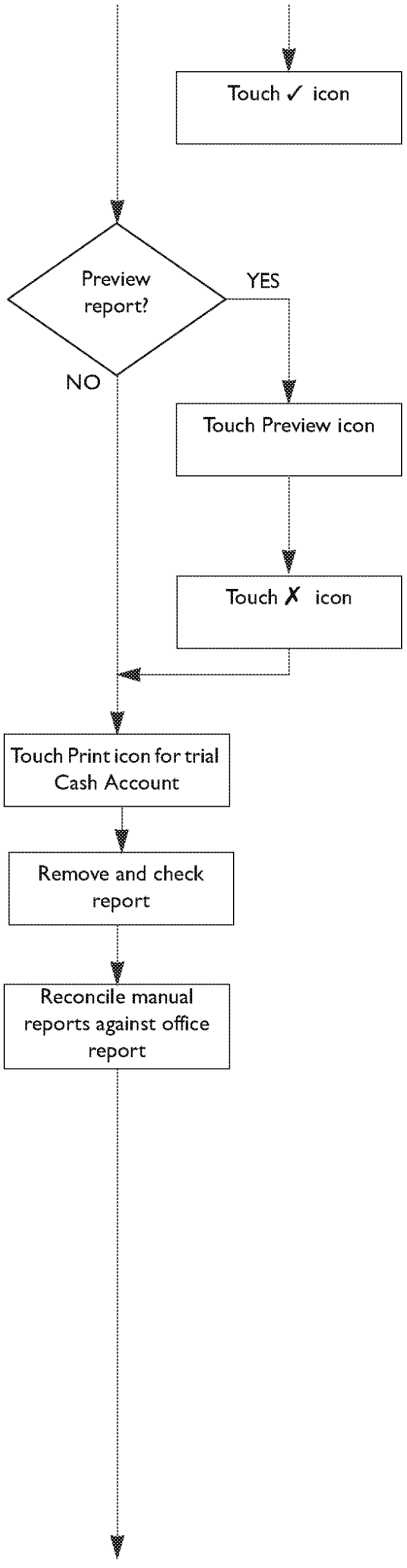
Cash Account production



If you do not want to abort the procedure:

- Touch the ✓ icon.

- Decide whether you require a preview of the Cash Account

If you require a preview of the Cash Account:

- Touch the Preview icon to preview the Cash Account report on the screen

If the report contains more than one page, touch the ☞ icon to display the next page.

- Touch the ✗ icon to return to the Produce Report screen.

- Touch the Print icon to print the trial Cash Account.

- Remove the report from the printer

- Reconcile the totals of your manually produced summaries against the trial Cash Account report totals

Please note: Any discrepancies between the manual summaries and the Cash Account report totals must be rectified before the balance can be confirmed.

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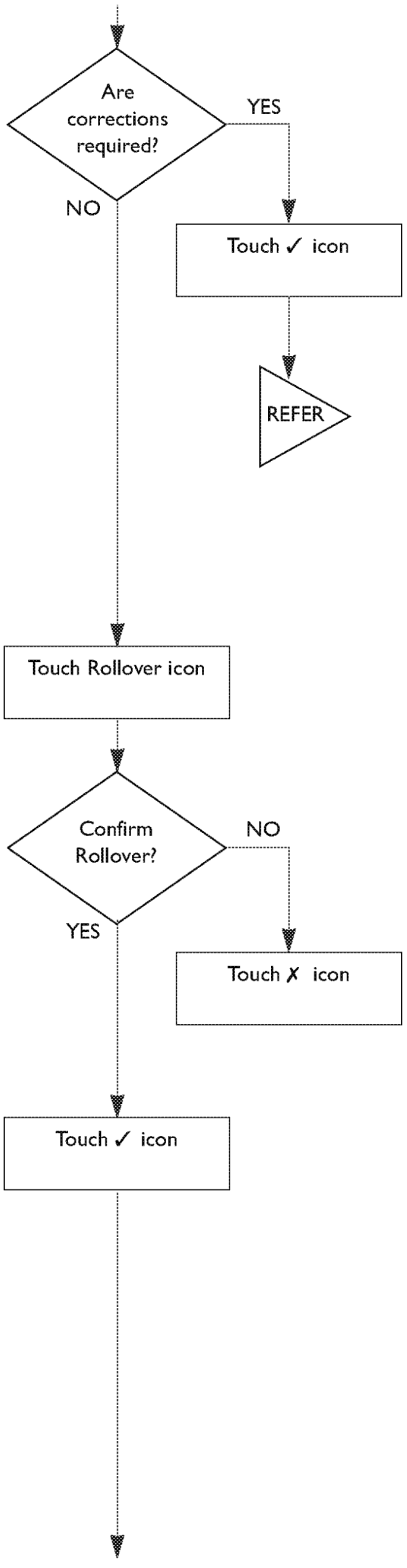
Cash Account production



- Decide whether any corrections are required

If the totals cannot be reconciled and corrections are required:

- Touch the ✓ icon.

The Horizon system will return to the Office Balancing screen.

For information on dealing with corrections after production of the trial Cash Account report, see subsection 19; Making changes to the Cash Account after stock unit balance.

When corrections are complete, any new stock units which are created must be balanced and the Cash Account will need to be restarted from the beginning.

- Touch the Rollover icon to rollover the Cash Account and produce two copies of the final Cash Account report.

- Decide whether you want to confirm the Rollover

If you do not want to confirm the Rollover:

- Touch the ✗ icon.

The system will return to the Rollover Office Balancing screen. If you do not confirm rollover you will need to produce another trial Cash Account.

- Touch the ✓ icon to confirm the Rollover

This will roll over the Cash Account to the next CAP.

Please note: If you need to print a report and the printer is not working, you should preview and print the report as soon as the printer is working again. If you do not preview the report first, you will not later be able to print.

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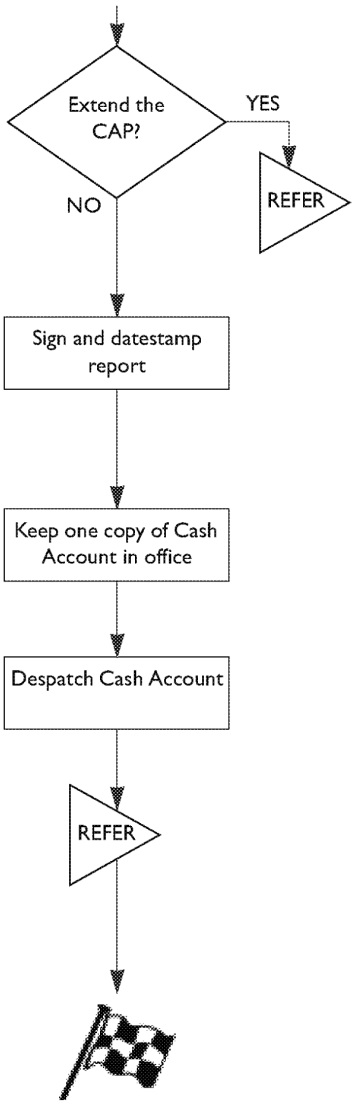
Cash Account production



- Decide whether you need to extend the CAP

  Please note: You must have authority from your Retail Network Manager to extend the CAP.

  For information on extending the CAP, see subsection 18; Extending the Cash Account Period (CAP).

- Sign and datestamp both copies of the Cash Account report

- Keep one copy of the Cash Account report in your office for reference and reconciliation purposes

- Despatch the other copy of the Cash Account and all supporting documents, as normal.

  For information on despatching the Cash Account and supporting documents † See (i) below

  Your copy of the Cash Account report must be kept in your office for six years.

i. See Counters Operations Manual; Cash Account Balancing and Preparation booklet; Balancing; Despatch of the Cash Account and supporting documents

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18 Extending the Cash Account Period (CAP)

This section is only relevant to postmasters whose contract allows them to extend a Cash Account Period (CAP) by two to three weeks while on holiday.

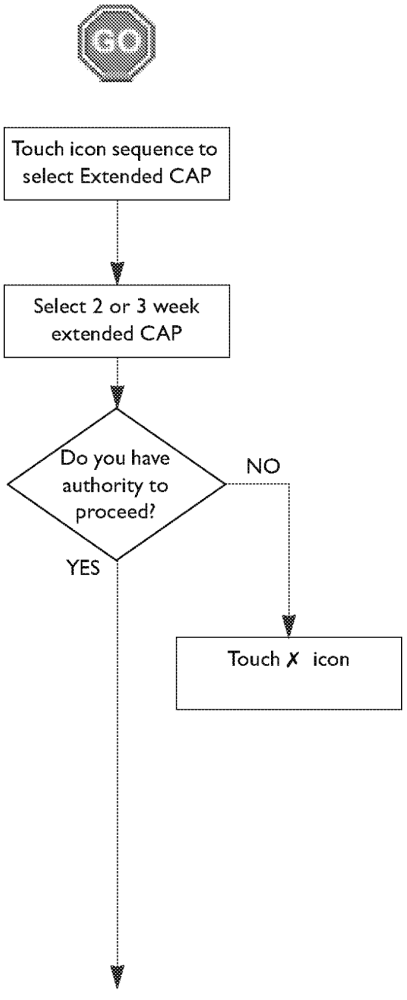
Please note: Before using this procedure you must apply for permission from the Network Business Support Centre (NBSC) at least three weeks before your absence, see Office Administration booklet; Miscellaneous.

The procedure to extend the CAP must be carried out during the CAP preceeding the one you want to extend and before any of the stock units for that CAP have been balanced.

For example: If permission has been given to dispense with the production of Cash Accounts for weeks 03 and 04 and to produce a three week Cash Account at week 05, the procedure to extend the CAP must be selected during CAP week 02 before any stock units are balanced.

If you fail to make the decision to extend the CAP early enough:

Contact the Network Business Support Centre on 0845 601 1022 for advice on the action to take.



When you need to produce a two or three week Cash Account:

- Select the Extended CAP option by touching the following icon sequence:
  - Office Balancing
  - Extended CAP
- Select the 2 or 3 week extended CAP

  The screen will display a message saying that authority must be given before a 2/3 week Cash Account Period may be selected.
- Decide whether you have the necessary authority to proceed

If you do not have the necessary authority to proceed:

- Touch the ✗ (Cancel) icon to return to the Office Balancing screen.

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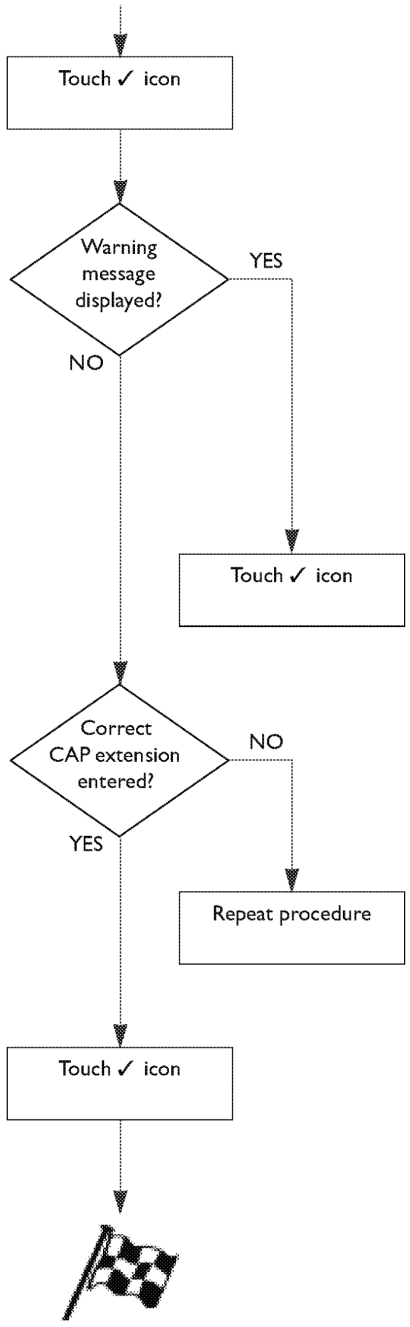
Cash Account production



- Touch the ✓ icon to continue

- Examine the screen to see whether a warning message is displayed, advising you that you cannot extend the CAP

  Please note: The system will give a reason if this message is displayed (eg. that the extended CAP would extend beyond the end of the financial year).

  If the system does not offer the extended CAP:

  - Touch the ✓ icon.

  The Horizon system will return to the Office Balancing screen.

- Check whether you have entered the correct CAP extension period

  If you have not entered the correct CAP extension period:

  - Repeat the procedure from the flow-chart box 'Touch icon sequence to select Extended CAP' on page 90.

  - Touch the ✓ icon.

  The system will return to the Office Balancing Screen.

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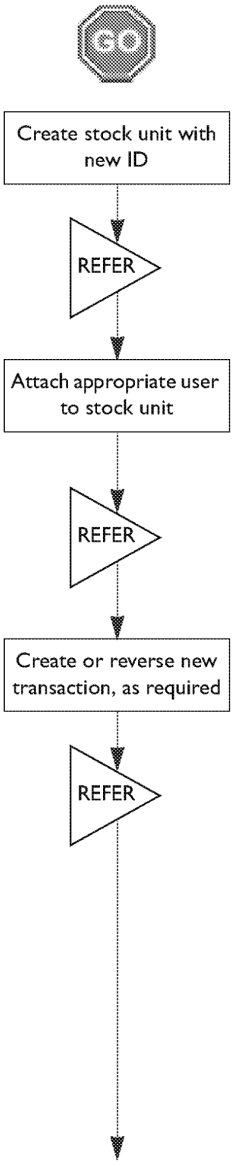
19 Making changes to the Cash Account after stock unit balance

19.1 Correcting errors during the week of the Cash Account Period

Use this procedure if all stock units have been rolled into the next CAP and you need to correct any errors found on the office snapshot report or trial Cash Account as a result of reconciling all your documents.

For further information on making corrections to the Cash Account after stock unit balance, including a working example, see Balancing with Horizon Guide; Section 4: Correcting errors on Horizon and Out Of Hours procedures.



- Create a stock unit with a new ID

  For information on creating a new stock unit, see Office Administration; Stock unit administration; Creating a stock unit.

- Attach the user who will be carrying out the transactions to the stock unit

  For information on attaching a user to a stock unit, see Office Administration; Stock unit administration; Attaching users to a stock unit.

- Create or reverse a new transaction, as required

  Information on carrying out transactions is contained in:

  - Transactions - Serve Customer - Part three; Stock transactions; Selling stock items
  - Transactions - Serve Customer - Part two; Payment transactions; Payment transactions
  - Transactions - Serve Customer - Part two; Receipt transactions; Receipt transactions
  - Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions

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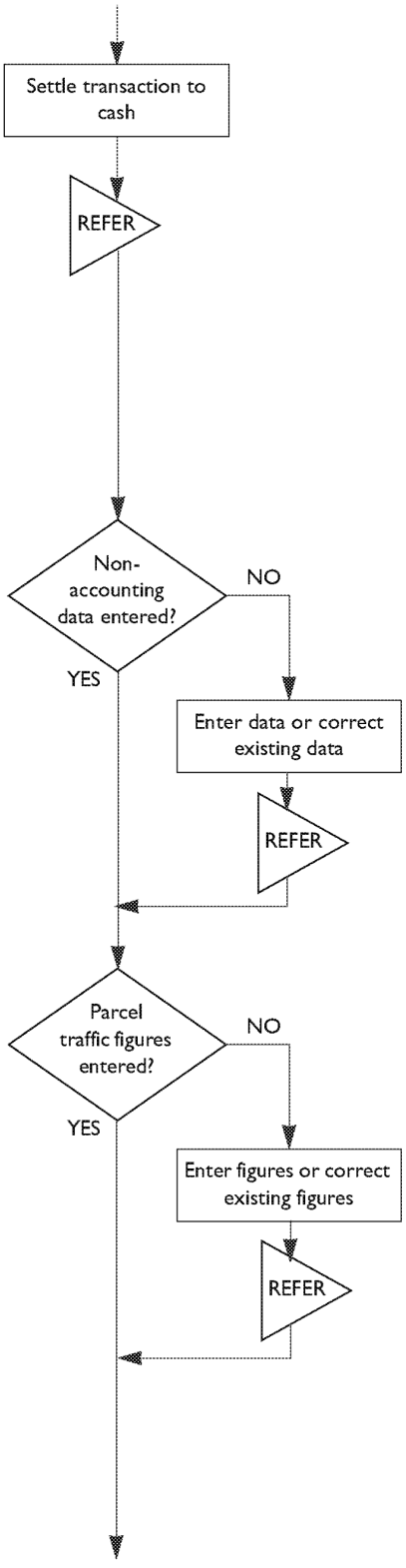
Cash Account production



- Settle the transaction to cash

  For information on settling transactions, see Transactions - Serve Customer - Part three; Miscellaneous; Settling transactions.

  Please note: If the new transaction/reversal transaction leads to negative stock, this will prevent the stock unit from being balanced. Negative stock should be corrected by adjusting stock. For information on stock adjustment, see subsection 2; Adjusting stock.

- Decide whether the non-accounting data has been entered

  If the non-accounting data has not been entered, or has been entered incorrectly:

  - Enter the non-accounting data, or make corrections to the existing entries.

  For information on recording non-accounting data, see Transactions - Other - Part two; Miscellaneous; Figures for traffic not appearing on the Cash Account.

- Decide whether the parcel traffic figures have been entered

  If the parcel traffic figures have not been entered, or have been entered incorrectly:

  - Enter the parcel traffic figures, or make corrections to the existing entries.

  For information on recording non-accounting data, see Transactions - Other - Part two; Miscellaneous; Recording parcel traffic from DPI Schedules.

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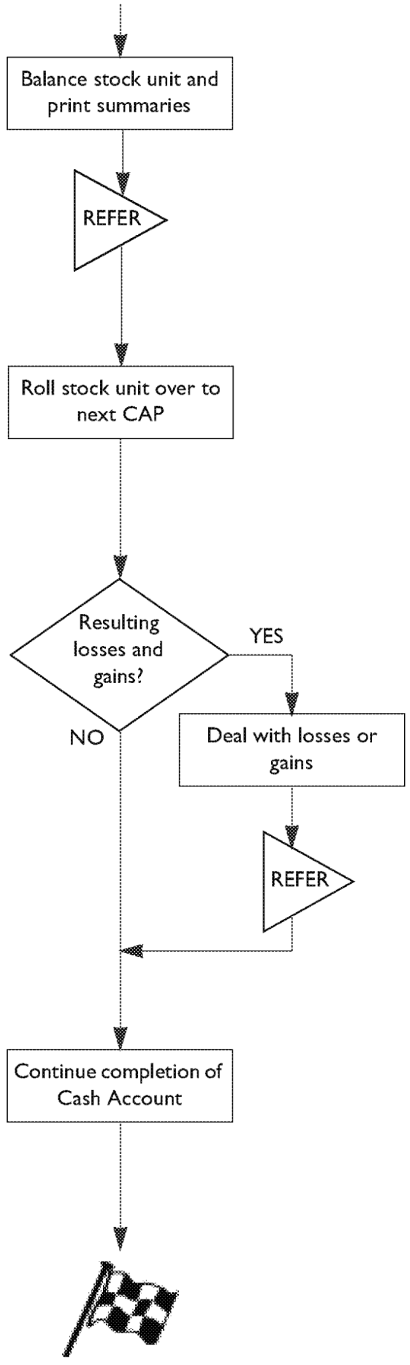
Cash Account production



- Balance the stock unit and print summaries as necessary

  For information on balancing stock units, see subsection 7; Balancing a stock unit or subsection 1; Balancing a stock unit.

  Please note: You should print summaries as required.

- Roll the stock unit over to the next Cash Account Period

  Please note: The balance report must be signed according to current business requirements. Details of the stock unit, for which any correction has been made, must also be included.

- Decide if there are any resulting losses and gains

  If there are any resulting losses and gains:

  - Deal with resulting losses or gains according to the instructions for your type of office.

  For information on dealing with losses and gains in a Branch Office, see Transactions - Other - Part two; Losses, gains & error notices; Dealing with a branch office loss or gain
  For information on dealing with losses and gains in other offices, see Transactions - Other - Part two; Losses, gains & error notices; Dealing with losses or gains in offices other than branch offices

- Continue with the completion of the Cash Account.

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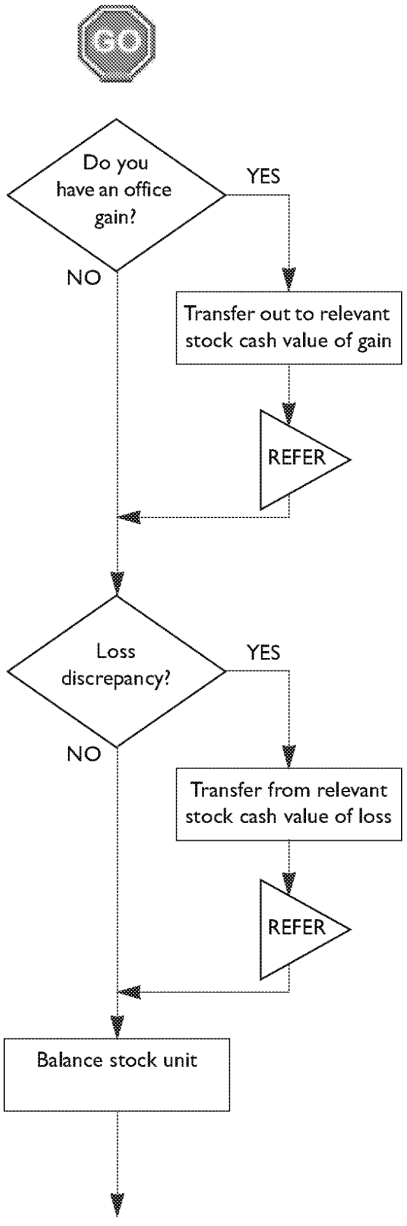
Cash Account production

19.2 Dealing with resulting losses and gains from the previous week's Cash Account Period

Use this procedure when you need to deal with the losses and/or gains resulting from corrections made to the Cash Account.

Please note: This will transfer the discrepancy from the new stock unit to the stock unit that has made the loss or gain. You must not follow this procedure until all stock units have been balanced.

For example: If an error is corrected in CAP9 deal with any resulting loss/gain when all stocks have balanced and rolled into CAP10.



- Check whether you have a discrepancy which has caused an office gain

  If you have an office gain:

  - Transfer the cash value of the discrepancy out to the stock unit that caused the gain.

  For information on transferring out, see Transactions - Other - Part one; Transfers & remittances; Transferring cash and stock.

- Check whether you have a discrepancy which has caused a loss

  If you have an office loss:

  - Transfer the cash value of the discrepancy from the stock unit that caused the loss.

  For information on transferring in, see Transactions - Other - Part one; Transfers & remittances; Transferring cash and stock

- Balance the stock unit

  Please note: The stock unit should only be balanced when you are certain that no further corrections need to be made.

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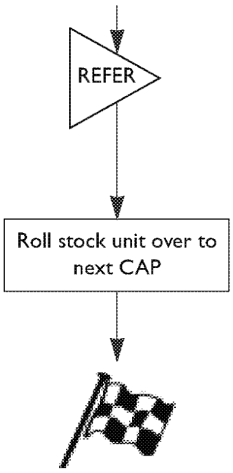
Cash Account production



For information on balancing stock units, see subsection 7; Balancing a stock unit or subsection 1; Balancing a stock unit.

Please note: You should print summaries as necessary.

- Roll the stock unit over to the next Cash Account Period.

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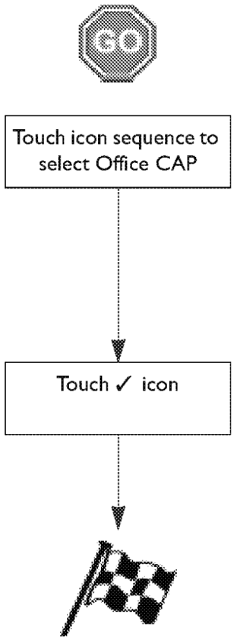
20 Checking the weekly Cash Account number



When you need to check the current Cash Account week number:

- Select the Office CAP option by touching the following icon sequence:
  - Office Balancing
  - Office CAP

  The screen will display a message showing the current Cash Account Period the office is in.

- Touch the ✓ icon to return to the Office Balancing menu.

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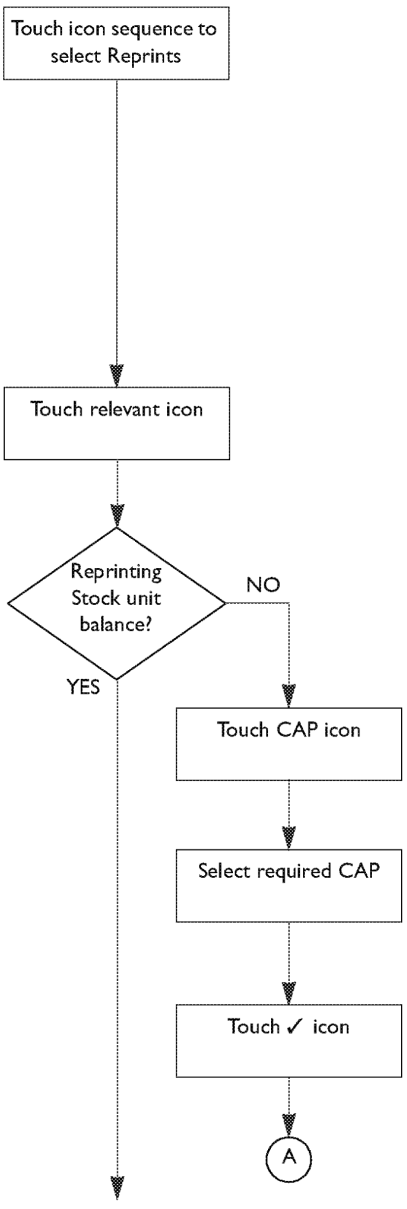
21 Reprinting an office report

Use this procedure when you need to reprint an office report.

You may do this when you have rolled over to a new Cash Account Period (CAP) and wish to reprint the report. Reprints are available for the previous three CAPs.

You can only reprint if you have previously previewed or printed the report.



- Select the Reprints option by touching the following icon sequence:
  - Reports
  - Reprints

  The system will display the Reports Reprints screen with icons for the reports that you can reprint:
  - CA Report
  - SU Balance
  - P+A P2311 MA
  - Counters Rev
  - Redeemed Stmp
- Touch the icon for the report you want to reprint

  The Horizon system will display the Produce Report screen.
- Decide whether you want to reprint a stock unit balance

  If you are not:

  - Touch the CAP icon

  The system will display a picklist of CAPs for which reports are available.

  - Select the required CAP from the picklist for information on using picklists, see System Administration; System features; Using picklists
  - Touch the ✓ icon
  - Go to 'A' on page 99

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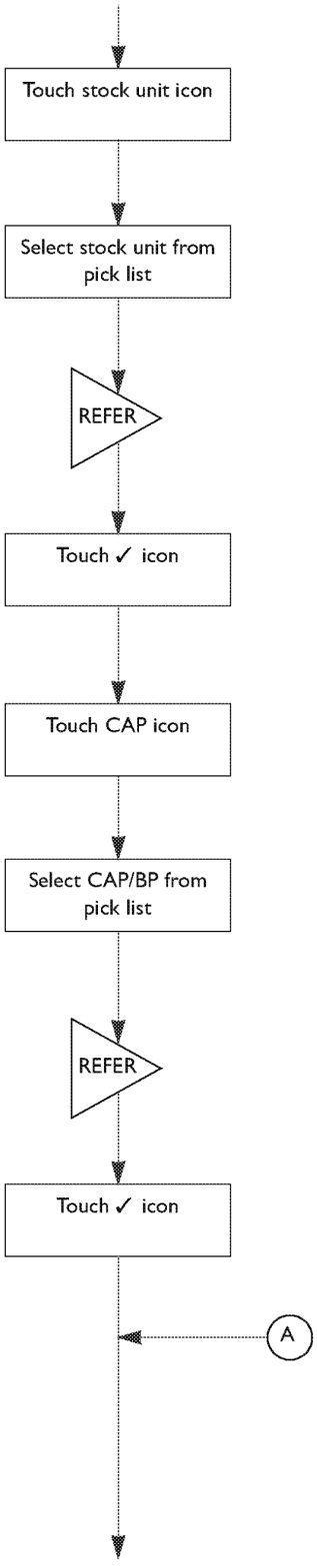
Miscellaneous



- Touch the stock unit icon

  The system will display the Stock Unit Selection screen.

- Select the appropriate stock unit from the picklist

  For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

  The system will re-display the Criteria screen. The stock unit option will now be highlighted.

- Touch the CAP icon

  The system will display a picklist of available CAPs/BPs. If the current week's report has not yet been produced it will not appear in the picklist.

- Select the appropriate CAP/BP from the pick list

  Please note: If there are no stock unit balance reports available for reprint a message will be displayed.

  For information on picklists, see System Administration; System features; Using picklists.

- Touch the ✓ icon

  The system will re-display the Criteria screen.

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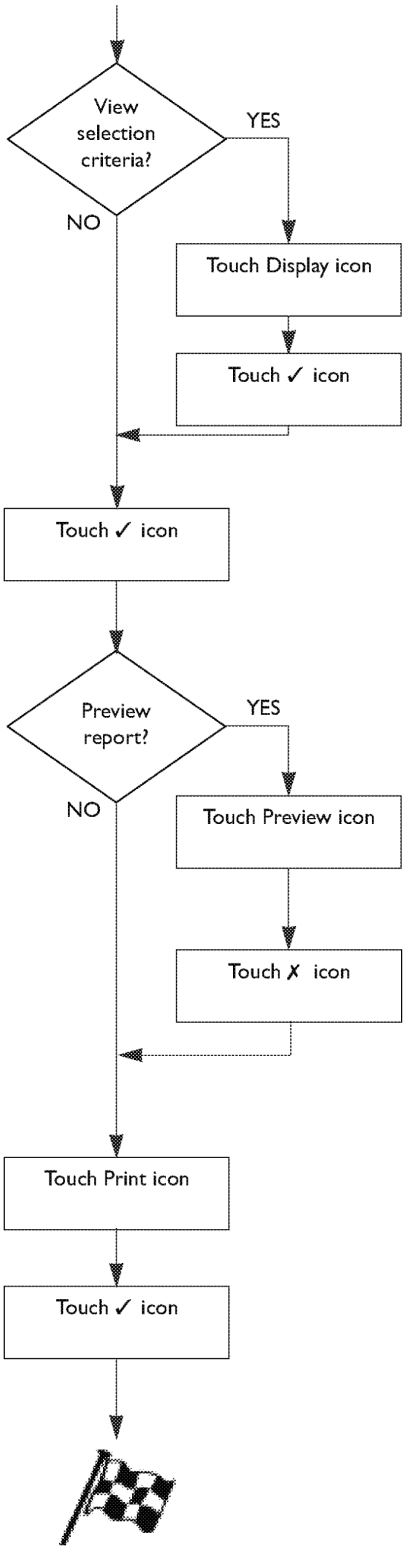
Miscellaneous



- Decide whether you want to view your selection criteria

  If you want to view your selection criteria:

  - Touch the Display icon
  - Touch the ✓ icon

- Touch the ✓ icon to display the Produce Report screen.

- Decide whether you want to preview the report

  If you do:

  - Touch the Preview icon

  Please note: If there is more than one page to view, use the ☞ icon to scroll through the pages.

  - Touch the ✗ icon to return to the Produce Print screen.

- Touch the Print icon

  The Horizon system will print the report and re-display the Produce Report screen.

- Touch the ✓ icon.

  The Horizon system will return to the Reports Reprints screen.

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Balancing with horizon

Daily Reports

Weekly Reports

Balancing and Suspense Account

Correcting errors on Horizon

Out Of Hours Procedures

Post Office Network

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Introduction

Balancing with Horizon

Welcome to 'Balancing with Horizon'.

Most of you will know that before rolling out Horizon, we conducted a live trial to understand the impact of automating offices. This trial identified a number of problems, including longer balancing times and cash account errors in the first few weeks after the introduction of Horizon. This manual has been developed to overcome these problems and to help make the transition to Horizon easier for you.

During development, we spoke to subpostmasters, retail network managers and Horizon field support officers about the problems they had experienced when they started to use the system. As a result, procedures based on their practical experience were developed to overcome these problems.

When an automated system like Horizon is introduced, it is very important that everyone carries out procedures in the same way. This manual shows, in an easy to read way, how procedures must be carried out. I am confident, that if you are unsure how to carry out a procedure, this manual will explain how it is done. I do not expect you to read it from cover to cover because it is really a 'how to do' reference to be used to help you with the daily and weekly procedures that will change when Horizon is introduced at your office. You must follow these procedures to ensure that you balance accurately.

I want you to use this guide as your first reference point when you have any questions about or problems with balancing.

Please phone the Network Business Support Centre on 0845 6011022 if you have any queries about this manual or about any business as usual procedures. For help with using the Horizon system, remember to ring the Horizon System Helpdesk on 0845 7762576.

Automation is something new that may worry a lot of people. Your retail network manager and Horizon field support officer both have copies of the manual and will help you through the early stages.

Finally, I would like to wish you good luck with using Horizon.

GRO

Alan Barrie

Operations Director

POL00090227

Practical tips when using Horizon

- It is extremely important that procedures are carried out in a consistent manner. This means that there is one way of doing things and everyone must carry out procedures in the same way. This manual describes how you must do this.
- All transactions **must** be entered correctly into the Horizon system at the time of serving the customer, unless the transaction is completed away from the counter. Always check the transaction on the screen agrees with the actual transaction completed at the counter. It is much easier to correct an error on the Horizon system while you have the transaction on the screen and the customer is still in front of you rather than later when they have left the office.
- You **should** ensure reports are checked against the appropriate documents and that any errors found are amended accordingly. These must only be 'cut-off' when you are happy they are correct. You may have to complete daily report procedures twice as **no** daily transactions can be held on the Horizon system on balance day.
- The reports that are produced from the Horizon System are only as good as the information that is entered into it. Therefore, you **must** check them carefully against the actual transaction documents to ensure that all account numbers and amounts are correct. If any of the reports are incorrect a reversal must be performed and another report produced which again must be checked. This must be done as soon as an error has been identified.
- **For shared stock unit offices** – When checking dockets against reports, you **should** keep the 'cut-off' screen visible. This will ensure that any transactions being carried out simultaneously at other positions will not be added to the existing report you are checking. When you have finished checking the report and have selected 'cut-off', any transactions that were carried out during this time will be automatically added to the system and will be available for checking on the next report.
- When balancing Stock units, **check** that the Horizon System figures for stamps, stock and cash agrees with the actual stamps, stock and cash on hand by making the necessary adjustments. When you are happy that the stamps, stock and cash are correct, you must then roll over the stock unit into the next Cash Account Period or Balance Period. All normal physical checks still apply when balancing your stock unit.
- Adjustment of stock is the **recommended** method to ensure that system totals and actual stock holdings agree. However an alternative method to stock adjustment is to make a stock declaration. This means declaring your stock holdings rather than adjusting the system held totals. If you have used the method of stock declaration and you subsequently need to make an amendment to the stock you **must** re-declare the stock on the system.
- Once the office has been rolled over into the next Cash Account Period two Cash Account Final Reports will be produced. One must be sent to Chesterfield, the other must be held at the office for 6 years. Ensure both copies are signed and datestamped. The cash account **must not** be altered in any way as the changes will have no effect on the electronic version that is sent to Chesterfield.

Retention periods for supporting documents

- The retention period of supporting documents has been standardised. All Horizon reports and manual forms that are required to be retained in the office must be kept for **two** years, with the **exception** of the Cash Account report, which must be retained for **six** years.

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Section 1: Daily Reports

Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Personal Banking Deposits	N/A	BCV to processing centre	Retention optional	Manual summary P5085 12 months	8
Personal BankingEnchasments	N/A	BCV to processing centre	Retention optional	Manual summary P5086 12 months	10
Personal Banking Cheque Envelopes	N/A	BCV to processing centre	Retention optional	Manual summary P5085 12 months	11
Council Tax Schemes	Counter Daily	Local council	Retain 2 years in office	N/A	12
Rent Schemes	Counter Daily	Local council	Retain 2 years in office	N/A	14
Alliance & Leicester Girobank Deposits	Counter Daily	Summary G 4631 to Girobank	Retain 2 years in office	N/A	16
Alliance & Leicester Girobank Withdrawals	Counter Daily	Summary G 4632 to Girobank	Retain 2 years in office	N/A	16
Alliance & Leicester Girobank reports	Office Daily	N/A	Retention optional	To aid outlets	17
British Telecom	Counter Daily	BCV to processing centre	Retain 2 years in office	Office Daily Report can be produced to aid outlets	18
TV Licensing	Counter Daily	BCV to processing centre	Retain 2 years in office	Manual Summary P5065 2 years	20
UKPA	Counter Daily	P5035 (yellow copy) to passport office	Retain 2 years in office	Despatch Summary P5035 (white copy) at end of week to Chesterfield Retain undercopies of passport application receipts P4921 in office for 2 years.	22
Cheque Listing (all offices except N.Ireland)	Counter Daily	BCV to processing centre	Retain 2 years in office	Ensure cheques have been 'remitted out' to correct destination	25
Cheque Listing (N.Ireland offices only)	Counter Daily	P884MA Selected offices: send to Bank of Ireland Other offices: send to Distribution Centre	Retain 2 years in office	Ensure cheques have been 'remitted out' to correct destination	25
APS Transactions	Counter Daily	N/A	Retain 2 years in office	N/A	27
Daily Cash Declaration	Counter Daily	N/A	Retain 2 years in office	Can be used to complete end of week ONCH 1 form or P4105	28
National Savings Bank	Counter Daily	NSA53MA and NSA56MA to NSB Glasgow	Retain 2 years in office	NSA54MA at end of C.A. week despatch to NSB Glasgow	29
National Savings Bank	Office Daily	NSA53MA and NSA56MA to NSB Glasgow	Retention optional	NSA54MA at end of C.A. week despatch to NSB Glasgow	31
Cashing Other Banks Cheques (all offices except N.Ireland)	Counter Daily	BCV to processing centre	Retain 2 years in office	Do not rem out these cheques	32

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Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Cashing Other Banks Cheques (N.Ireland)	Counter Daily	P884MA and P3888 Selected offices: send to Bank of Ireland Other offices: send to Distribution Centre	Retain 2 years in office	Rem out these cheques	**33**
Transfers	System receipt	N/A	Retain 2 years in office	System receipt is produced once the transfer is completed	**35**
Remittances	System receipt	N/A	Retain 2 years in office	System receipt is produced once the remittance is completed	**36**

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Section 1: Daily Reports

Daily procedures and Horizon Reports

You must produce the following Horizon system daily reports at your authorised cut-off time, for despatch on final postal collection:

- Council Tax Schemes
- Rent Schemes
- Alliance and Leicester Girobank Deposits and Withdrawals
- British Telecom report
- TV Licensing report
- UKPA (United Kingdom Passport Agency)
- Cheque Listing report
- Cashing Other Banks' Cheques
- Personal Banking (uses the Horizon Stock Unit balance snapshot report)

End of day procedures / reports

- APS Transaction report
- Daily Cash Declaration
- National Savings Bank Deposits and Withdrawals
- Produce Stock Unit Balance Snapshot (optional)
- Remittances and Transfers (optional)

Please remember:

1. You **must** check your vouchers / dockets against the Horizon produced report and manual summaries to ensure the totals of values and volumes agree.
2. If you have other transaction dockets which are produced on a daily basis and for which there is no Horizon system report, you should check them against the balance snapshot, but please note these figures are cumulative during the Cash Account Period (CAP). If an error is found, refer to the corrections section in this guide.
3. The balance snapshot will also enable you to check your cash and stock holdings on a daily basis if required. If an error is found, refer to the corrections section in this guide.
4. **For shared stock unit offices** – When checking dockets against reports, you should keep the 'cut-off' screen visible. This will ensure that any transactions being carried out simultaneously at other positions will not be added to the existing report you are checking. When you have finished checking the report and have selected 'cut-off', any transactions that were carried out during this time will be automatically added to the system and will be available for checking on the next report.
5. **Office summaries -** Any office summaries undertaken prior to the production of the previous week's cash account will not reflect the transactions performed in the current CAP. For example if stock units have rolled into CAP2 and the cash account for CAP1 has not been completed the daily office summary will not reflect the totals for CAP2 until the cash account for CAP1 is complete.

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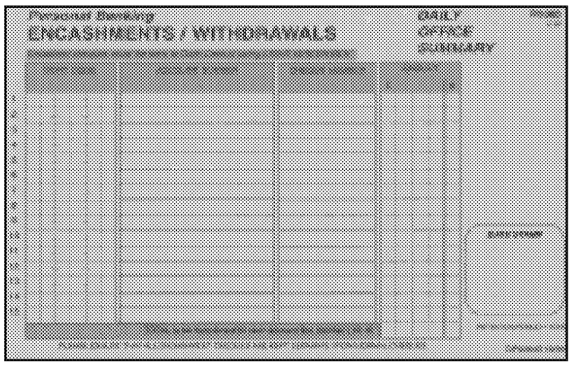
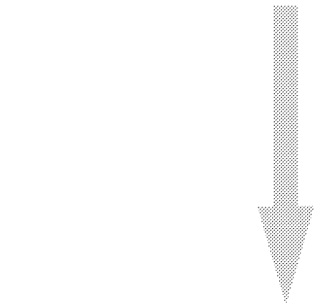
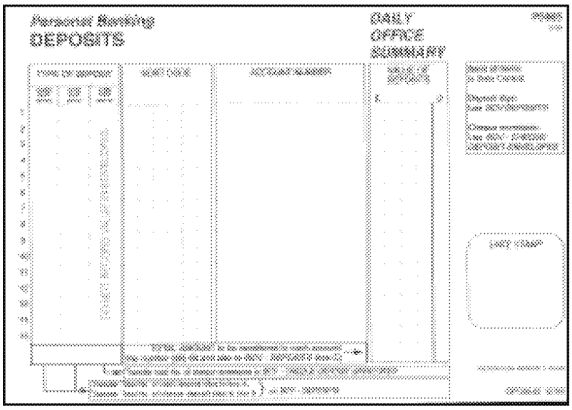
Personal Banking - all offices

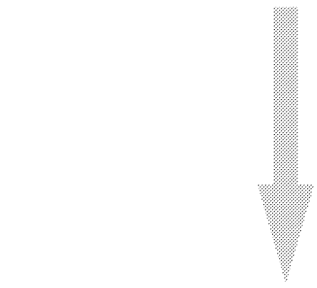
Manual Personal Banking Deposits Daily Office Summary (P5085) and Personal Banking Encashments Daily Office Summary (P5086)

- Complete the manual Personal Banking Deposits Daily Office Summary (P5085) and the manual Personal Banking Encashments Daily Office Summary (P5086)
- Retain for checking against the Horizon stock unit balance snapshot report









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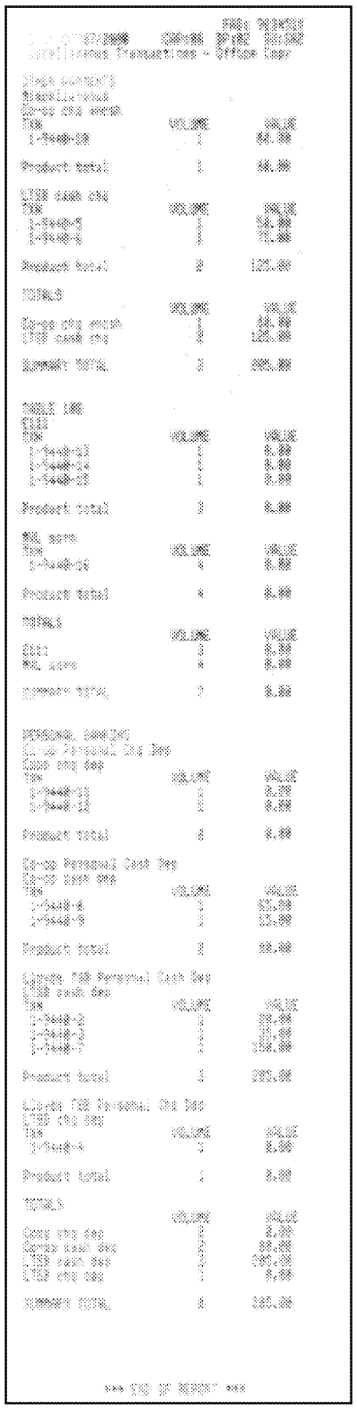
Horizon Stock Unit Balance Snapshot Report

- Print the Horizon stock unit balance snapshot report by selecting the following icon sequence from the desktop menu:
  - - Stock Balancing (F4)
  - - Bal Snapshot (F5)
  - - Print (F4)
  - - Exit (F16)
- Check that all the Personal Banking Deposits have been listed on the manual Personal Banking Deposits Daily Office Summary (P5085) and all the Personal Banking Encashments have been listed on the manual Personal Banking Withdrawals Daily Office Summary (P5086)
- Check that the totals on the manual Personal Banking Deposits Daily Office Summary (P5085) and the manual Personal Banking Encashments Daily Office Summary (P5086) agree with figures shown on the Horizon stock unit balance snapshot report

Please note:

The figures on the Horizon stock unit balance snapshot report are cumulative. You will need to deduct the previous day(s) totals from the figure on the report to obtain the figures for the current day.

- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)



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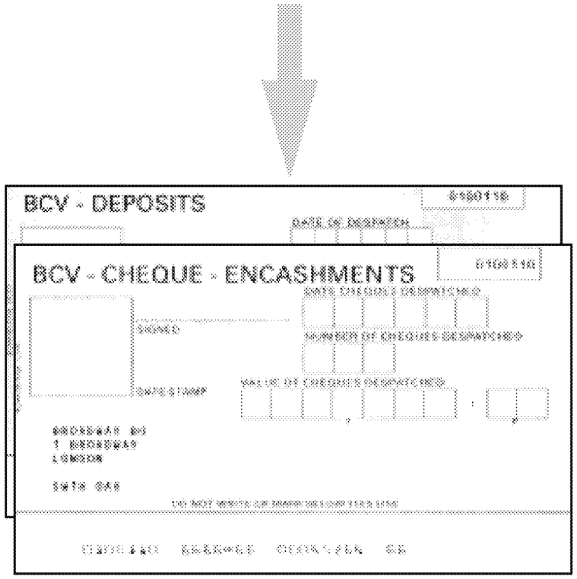
Manual Deposits and Cheque Encashments Batch Control Vouchers

- Complete the manual Deposits Batch Control Voucher (BCV) and the Cheque Encashments BCV
- Associate the deposit slips and the encashed cheques with the appropriate BCV ready for despatch, for further information:
  - See Counters Operations Manual; Co-op Personal Banking; Accounting and despatch (deposits),
  - See Counters Operations Manual; Lloyds TSB Personal Banking; Accounting and despatch (deposits),
  - See Counters Operations Manual; Co-op Personal Banking; Accounting and despatch (encashments), or
  - See Counters Operations Manual; Lloyds TSB Personal Banking; Accounting and despatch (encashments)
- Check that the totals on the BCVs agree with the grand totals on all the manual Personal Banking Deposits Daily Office Summaries (P5085) and manual Personal Banking Encashments Daily Office Summaries (P5086)
- Despatch the BCVs and the associated deposit slips and the associated encashed cheques in the red and white striped envelope (ENV 2026), in accordance with existing instructions



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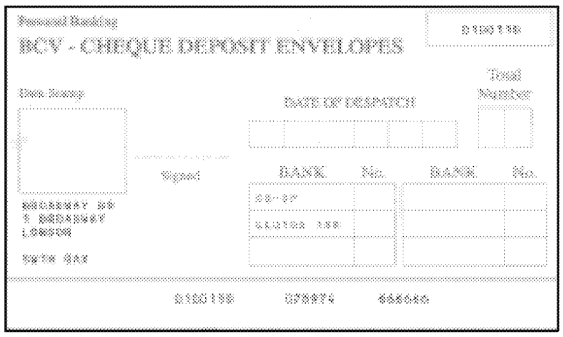
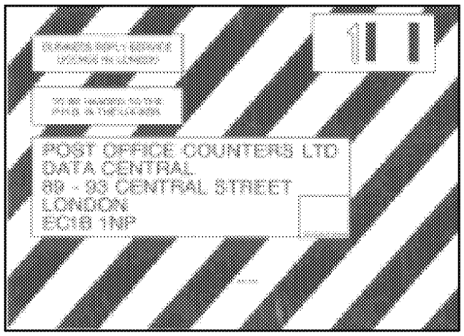
Manual Cheque Deposit Envelopes Batch Control Vouchers



- Complete the manual Cheque Deposit Envelopes Batch Control Voucher (BCV)
- Associate the cheque envelopes with the BCV ready for despatch, for further information:
  - See Counters Operations Manual; Co-op Personal Banking; Accounting and despatch (deposits),
  - See Counters Operations Manual; Lloyds TSB Personal Banking; Accounting and despatch (deposits),
- Check that the total on the BCV agrees with the grand totals on all the manual Personal Banking Deposits Daily Office Summaries (P5085)



- Despatch the BCV and the associated cheque envelopes in the red and white striped envelope (ENV 2026), in accordance with existing instructions
- Retain the Personal Banking Deposits Daily Office Summary (P5085) and the manual Personal Banking Encashments Daily Office Summary (P5086) in your office for 12 months
- Destroy the Horizon stock unit balance snapshot report

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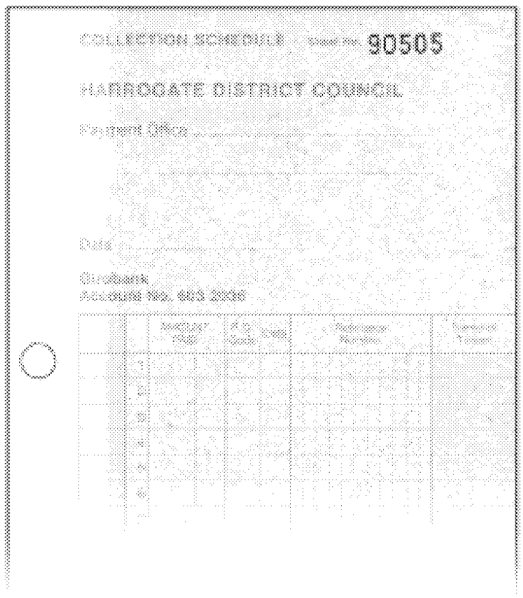
Council Tax Schemes Report – all offices

Manual Daily Council Tax Summary

- Complete the manual daily Council Tax summary
- Retain for checking against the Horizon Counter Daily Council Tax report (CTax Schemes)



Horizon Counter Daily Council Tax Report (CTax Schemes)

- Print the Horizon Counter Daily CTax Schemes report at the authorised cut-off time
- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - CTax Schemes (F12)
  - Print (F4)
- Check that the voucher(s) total on the manual daily Council Tax summary agrees with the Horizon Counter Daily CTax report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and select exit (F16)

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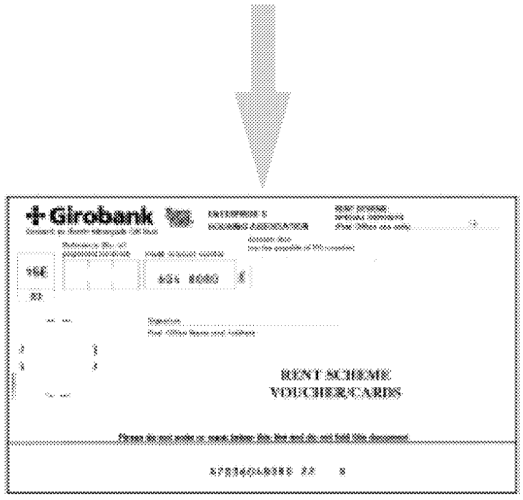
Clearing daily Council Tax schemes



Complete the relevant manual Giro Transcash Form(s) and enter onto the Horizon system as a 'CTax tcash' transaction

- From the desktop menu select:
  - Transactions (F1)
  - Serve customer (F1)
  - Other products (F13)
  - Girobank (F3)
  - CTax tcash (F12)
- Enter the appropriate account number
- Enter the value of the payments accepted
- The system will prompt you to make a compensating entry called "Lcl rent contra"
- Enter the same total again so that the transaction appears as zero on the transaction stack
- Select Finish
- Associate the under copy(ies) of the manual daily Council Tax summary with the Horizon Counter Daily CTax Schemes report and retain in the office for 2 years
- Despatch the top copy of the manual daily Council Tax summary and Transcash receipt, in accordance with existing instructions

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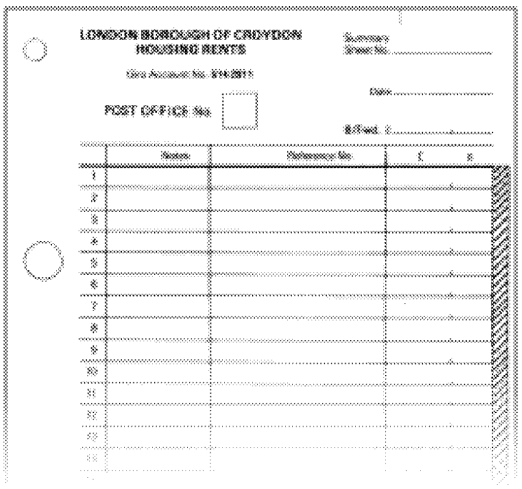
Rent Schemes Report – all offices

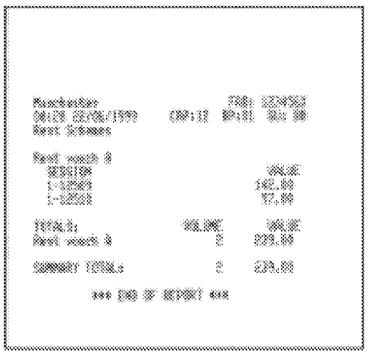
Manual Daily Rent Schemes Summary

- Complete the manual daily Rent Schemes summary
- Retain for checking against Horizon Counter Daily Rent Schemes report



Horizon Counter Daily Rent Schemes Report

- Print the Horizon Counter Daily Rent Schemes report at the Authorised cut-off time
- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - Rents Schemes (F8)
  - Print (F4)
- Check that the voucher(s) total on the manual Rent Schemes summary agrees with the Horizon Counter Daily Rent Schemes report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree, select cut-off (F12), accept the messages and select exit (F16)



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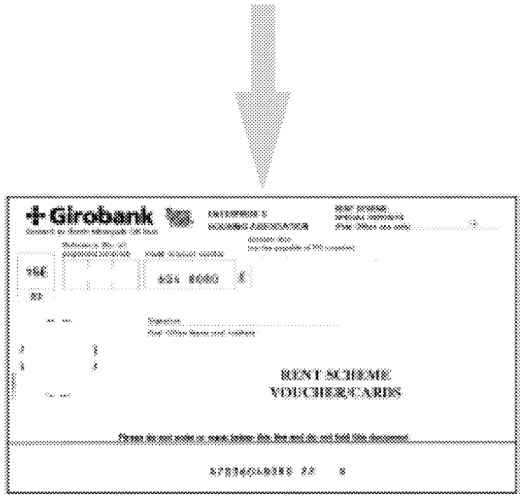
Clearing local rent schemes



Complete the relevant manual Giro Transcash Form and enter into the Horizon system as a 'T' csh loc rent' transaction

- From the desktop menu select:
  - Transactions (F1)
  - Serve customer (F1)
  - Other products (F13)
  - Girobank (F3)
  - 'T' csh loc rent (F11)
- Enter the appropriate account number
- Enter the value of paymets accepted
- The system will prompt you to make a compensating entry called "Lclrent contra"
- Enter the same total again so that the transaction appears as zero on the transaction stack
- Select Finish
- Associate the under copy(ies) of the manual daily Rent Schemes summary with the Horizon Counter Daily Rent Schemes report and retain in the office for 2 years
- Despatch the top copy of the manual daily Rent Schemes summary and Transcash receipt, in accordance with existing instructions

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Alliance and Leicester Girobank Reports – all offices

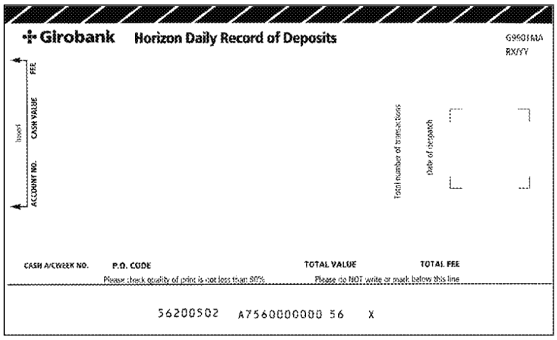
Girobank Horizon Daily Record of Deposit and Withdrawal forms

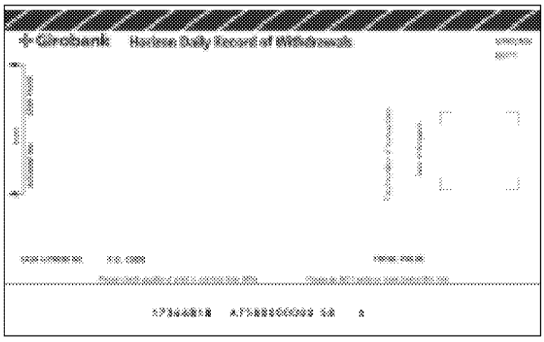
- Print the Horizon Counter Daily Girobank Daily Record of Deposits (G9901MA) or Withdrawals (G9902MA) forms and office copies at the authorised cut-off time
- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - Giro Deposits (F1) / Withdrawals (F2)
  - Insert Summary Form into printer
  - Print (F4)

Once the summary form is printed an office copy will be produced for retention in your office.

Please note:

You must ensure that the print on the forms is legible.





Girobank Horizon Daily Record of Deposits form (G9901MA)

- Check that each deposit slip appears on the Girobank Horizon Daily Record of Deposits form
- Check that the value of the deposit slips (including fees) agrees with the total on the GirobankHorizon Daily Record of Deposits form
- If they do not agree, correct the error (refer to the Horizon System User Guide; Reports; Daily summaries; Producing a daily office summary)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and exit (F16)
- Associate the deposit slips with the Girobank Horizon Daily Record of Deposits (G9901MA) ready for despatch in accordance with existing instructions

Girobank Horizon Daily Record of Withdrawals form (G9902MA)

- Check that each withdrawal slip appears on the Girobank Horizon Daily Record of Withdrawals
- Check that the value of the withdrawal slips agrees with the totals on the Horizon Daily Giro Withdrawals form
- If they do not agree, correct the error (refer to the Horizon System User Guide; Reports; Daily summaries; Producing a daily office summary)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and exit (F16)
- Associate the withdrawal slips with the Girobank Horizon Daily Record of Withdrawals (G9902MA) ready for despatch in accordance with existing instructions

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Horizon Office Daily Girobank Deposits and Withdrawals Report

- Print the Horizon Office Daily Girobank Deposits or Withdrawals Report
- From the desktop menu select:
  - Reports (F2)
  - Office daily (F2)
  - Giro Deposits (F1) / Withdrawals (F2)
  - Print (F4)
- Check that the totals of all the Girobank Horizon Daily Record of Deposit or Withdrawals forms agree with the Horizon office Daily Girobank Deposits or Withdrawals Reports total
- If they do not agree correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and then select exit (F16)
- Destroy the Office Daily Report(s)

Please note:

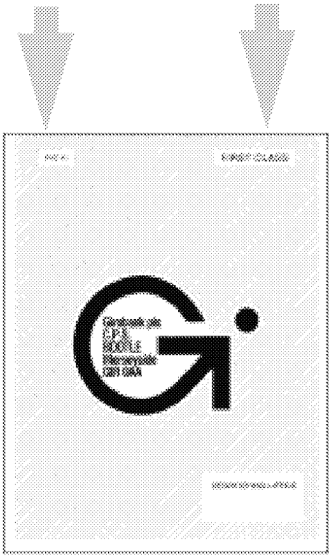
As this report contains the transactions for all stock units, you only need to print one report (not one for each stock unit)

Girobank Horizon Daily Record of Deposits form (G9901MA)

- Despatch the Girobank Horizon Daily Record of Deposits form G9901MA and the associated deposit slip(s) in your Girobank pouch, in accordance with the existing despatch procedures

Girobank Horizon Daily Record of Withdrawals form (G9902MA)

- Despatch the Girobank Horizon Daily Record of Withdrawals form G9902MA and the associated withdrawal slip(s) in your Girobank pouch, in accordance with the existing despatch procedures



- Retain the office copy of the Girobank Horizon Daily Record of Deposits form in your office for 2 years
- Retain the office copy of the Girobank Horizon Daily Record of Withdrawals form in your office for 2 years

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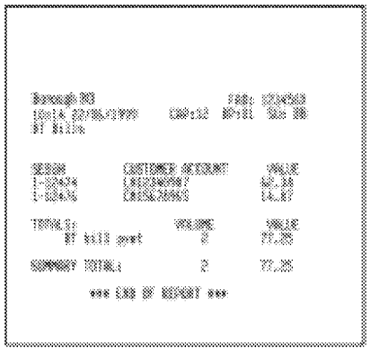
British Telecom Report (non barcoded bills) – all offices

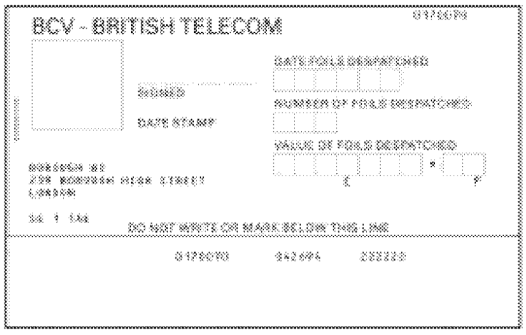
This procedure will only apply to BT bills that do not have a bar-code. The majority of BT bills will be bar-coded and will be accepted as an Automated Payment.

Horizon Counter Daily British Telecom Bills Daily Report (BT Bill)



- Print the Horizon Counter Daily BT Bill report at the authorised cut-off time
- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - BT Bill (F3)
  - Print (F4)
- Check that the account numbers and values of each paid BT bill appears on the Horizon Counter Daily BT Bill report
- Check that the details and total of the BT bills accepted agrees with the Horizon Counter Daily BT Bill report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and select exit (F16)

Manual British Telecom Batch Control Voucher



- Complete the manual BT Batch Control Voucher (BCV)
- Associate vouchers with BCV ready for despatch (refer to the Counter Operations Manual)

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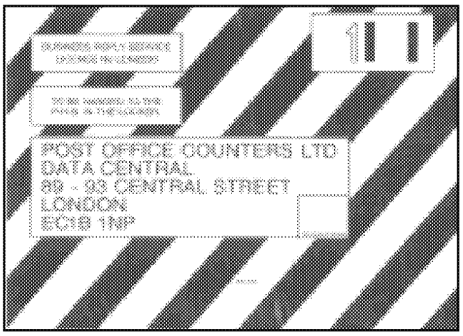
- Despatch the Batch Control Voucher (BCV) and the associated bills in the red and white striped envelope (ENV2062) in accordance with existing instructions
- Retain the Horizon Counter Daily Report in your office for 2 years



For Multiple Stock Units

- Print the Horizon Office Daily BT Bills Report
- From the desktop menu select:
  - Reports (F2)
  - Office daily (F2)
  - BT Bill (F3)
  - Print (F4)
- Check that the total on the manual British Telecom Batch Control Voucher agrees with the Horizon Office Daily BT Bills report
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and select exit (F16)
- Retention of the Office Daily Report is optional.

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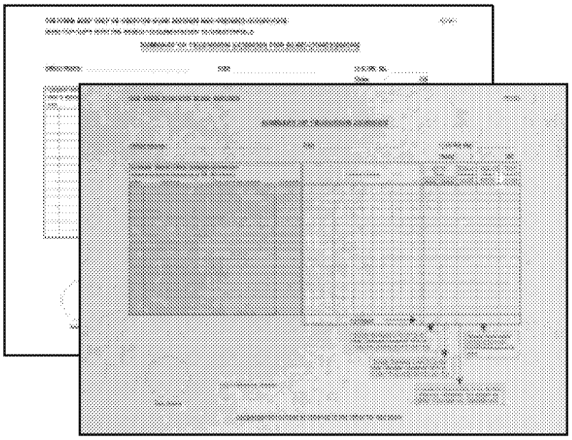
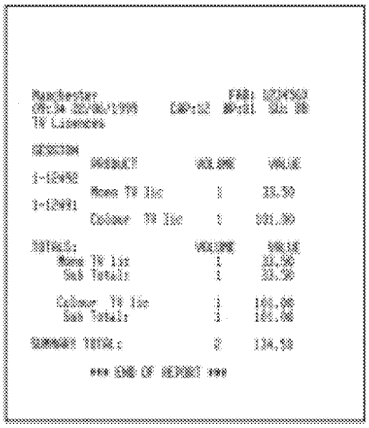
TV Licensing Report – all offices

Manual Daily Summary of Television Licences for Blind Concessions (P5743) and Manual Daily Summary of Television Licences (P5744)

- Complete the manual Daily Summary of Television Licences for Blind Concessions (P5743)
- Complete the manual Daily Summary of Television Licences (P5744)
- Retain for checking against the Horizon Counter Daily TV Licences report





Horizon Counter Daily TV Licence Report

- Print the Horizon Counter Daily TV Licence report at the authorised cut-off time
- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - TV Licences (F11)
  - Print (F4)
- Check that all Blind Concession TV Licences have been listed on the form P5743
- Check that all **other** TV Licences have been listed on the form P5744
- Check that the totals on the manual Daily Summary of Television Licences (P5744) and the Daily Summary of Television Licences for Blind Concessions (P5743) agree with the Horizon Counter Daily TV Licence report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree, select cut-off (F12), accept the messages and select exit (F16)

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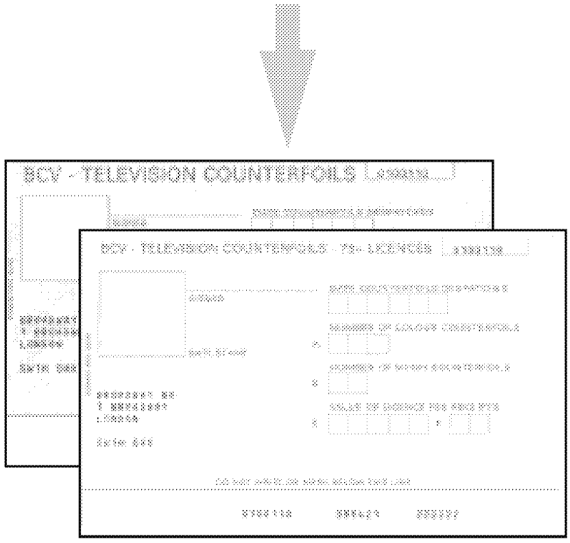
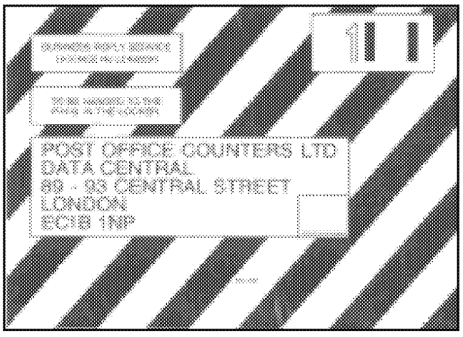


Manual Television Counterfoils Batch Control Voucher

- Complete the blue manual TV Counterfoils Batch Control Voucher (BCV)
- Complete the white manual Over 75 Licences BCV
- Associate the appropriate TV licence counterfoils with the appropriate BCV ready for despatch (see Counters Operations Manual; BBC booklet; Television Licensing)



- Despatch the Batch Control Voucher (BCV) and the associated TV Licence counterfoils in the red and white striped envelope (ENV 2062), in accordance with existing instructions

Weekly:

- Complete the Weekly Summary of Mono/Colour Refunds and Blind Concessions and refunded Mono Licences P5187 (See Counters Operations Manual; BBC; Television Licence Savings Stamps; Weekly accounting and despatch)
- Retain the manual Daily Summary of Television Licences (P5744), the undercopies of Daily Summary of Television Licences for Blind Concessions (P5743) and the Horizon Counter Daily TV Licence report in your office for 2 years
- Place the top copy of the Summary of Television Licences for Blind Concessions (P5743) and the Weekly Summary of Mono/Colour Refunds and Blind Concessions and refunded Mono Licences P5187 in an envelope
- Seal the envelope, datestamp it and write your office name, FAD code and the cash acount week number on it
- Forward the envelope to Chesterfield in the daily one-trip pouch at the end of the cash account week.

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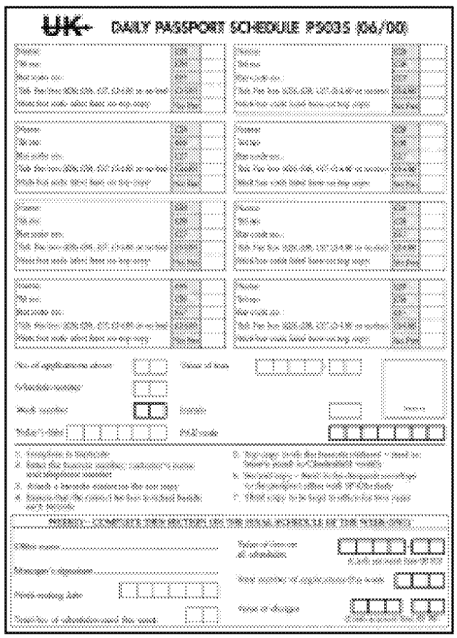
UKPA (United Kingdom Passport Agency) Report

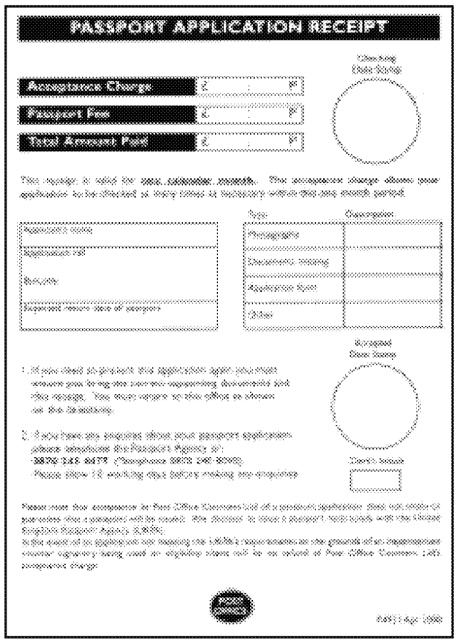
Manual Daily Passport Schedule (P5035)

- Complete the manual Daily Passport Schedule (P5035)
- Retain for checking against the Horizon Counter Daily UKPA report



Passport Application receipt (P4921)

- Retain the undercopies for checking against the Horizon Counter Daily UKPA report



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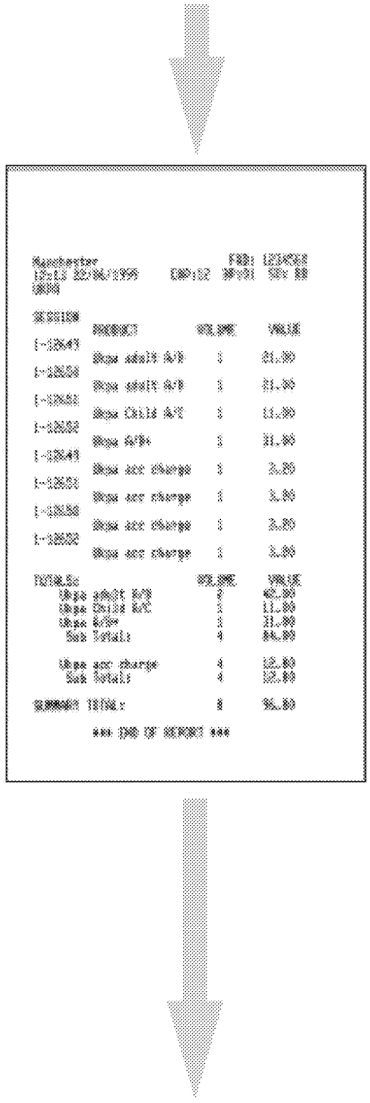
Horizon Counter Daily UKPA Report

- Print the Horizon Counter Daily UKPA report at the authorised cut-off time
- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - UKPA (F7)
  - Print (F4)
- Check that all the passports applications have been listed on the manual Daily Passport Schedule (P5035)
- Check that the total value of fees on the manual Daily Passport Schedule (P5035) agrees with the HorizonCounter Daily UKPA report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- Check that the total value of Acceptance charges from the undercopies of the Passport Application receipts (P4921) for that day agree with the Horizon Daily UKPA Report total
- If they do not agree correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint report, select cut-off (F12), accept the messages and select exit (F16)



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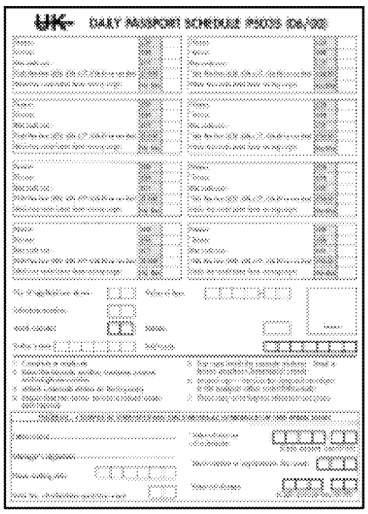
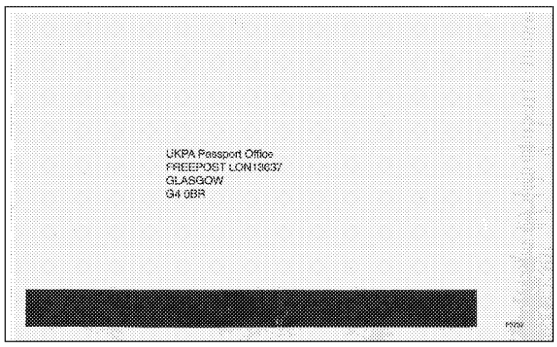
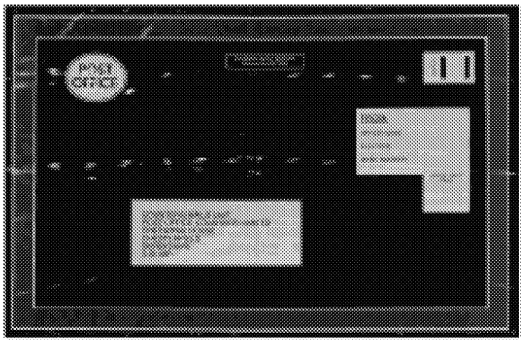
- Associate the second (yellow) copy of the UKPA DailyPassport Schedule form P5035 with the passport applications ready for despatch
- Complete the weekly despatch section on the UKPA DailyPassport Schedule form P5035 on the schedule for the final day of the week only at the end of the Cash Account week (in accordance with the Counters Operations Manual)



- Despatch the passport applications and the second (yellow) copy of the UKPA Daily Passport Schedule form P5035 in the first class despatch envelope addressed to your regional Passport Office, in accordance with existing instructions



- Despatch the top (white) copies of UKPA Daily Passport Schedule Form P5035 to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions
- Associate the bottom (pink) copies of the UKPA Daily Passport Schedule form P5035, the Horizon UKPA Counter Daily Report and the undercopies of the Passport Application Receipts (P4921) and retain in your office for 2 years



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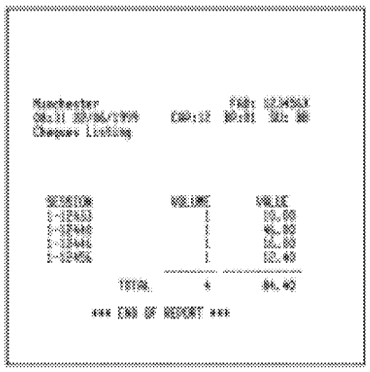
Cheque Listing Report (excluding Personal Banking, POCL cheques, RD Cheques and Other Banks' Cheques) – all offices

Horizon Counter Daily Cheques Listing Report

- Print the Horizon Counter Daily Cheque Listing report at the authorised cut-off time
- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - Cheque Listing (F10)
  - Print (F4)
- Check that the value of cheques agrees with the Horizon Counter Daily Cheques Listing report total
- If they do not agree, correct the error by using the 'Adjust Stock' facility to reflect the actual **value** of cheques on hand (volume is irrelevant in this instance)
- Select 'exit', without selecting 'cut-off'
- Rem out your cheques from the stock unit to the appropriate destination (see Section 1: Daily Reports; Transfers and Remittances)
- After performing the rem out, print the Horizon Counter Daily Cheques Listing report again to check that the rem out was performed correctly and that the cheque total shows only the value of cheque still on hand.
- If it is not zero, check that the Rem Out figure is correct and correct the error
- When the figure is zero, select cut-off (F12), accept the messages and select exit (F16)



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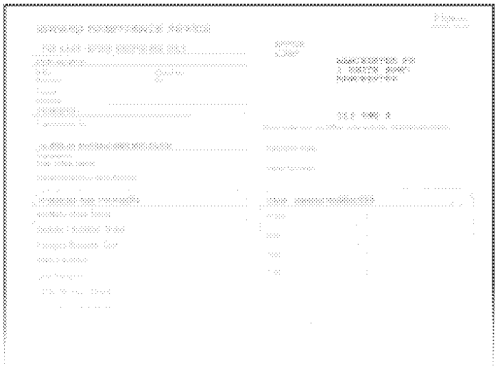
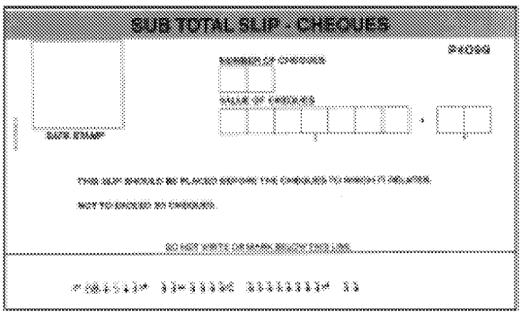
Offices in Northern Ireland

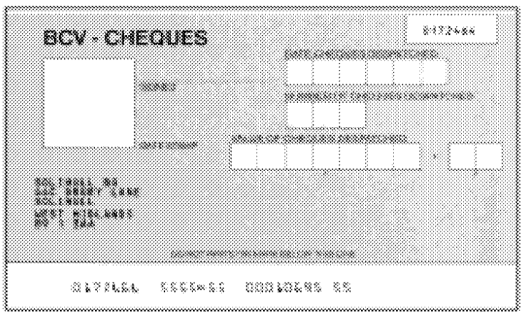


- Enter the value of cheques to be remitted on the Inward Remittance Advice P884MA
- **Branch Offices** – post cheques to the Bank of Ireland, Donegall Place, Belfast, BT1 5BX
- **Other offices** – remit cheques to your Distribution Centre

Offices in England, Scotland and Wales



- A Sub total slip P4099 is required for each batch or part batch of 30 cheques when the number of cheques is 30 or more (eg total of 51 cheques, first batch shows a total of 30 cheques and the second batch shows a total of 21 cheques).



- Complete the Cheque Batch Control Voucher
- Associate the BCV with the cheques on hand
- Despatch the cheques and BCV to Data Central

- It is advised to complete form P4630 with the relevant details of the cheques and retail this form in your office for 2 years

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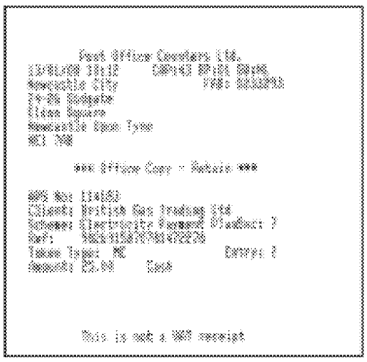
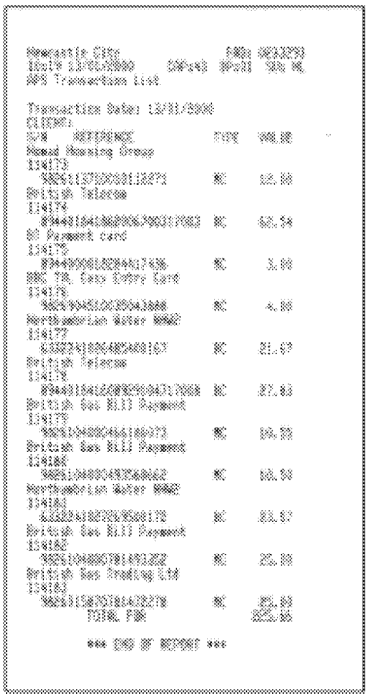
APS Transactions Report (including barcoded BT Bills) – all offices

Horizon Counter Daily APS Transactions Report

- Print the Horizon Counter Daily APS Transaction report at the close of business
- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - APS Transactions (F4)
  - Print (F4)



- Check that each receipt appears on the Horizon Counter Daily APS Transaction report
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree, reprint report select cut-off (F12), accept the messages and select exit (F16)
- Wrap the Horizon Counter Daily APS Transaction report around your receipts and retain in your office for 2 years



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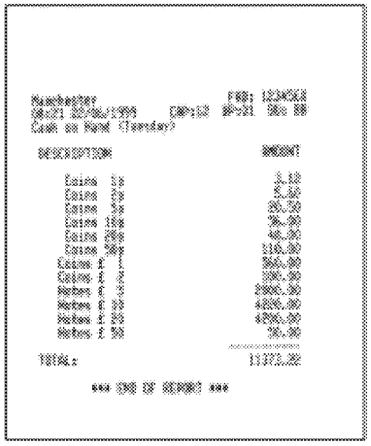
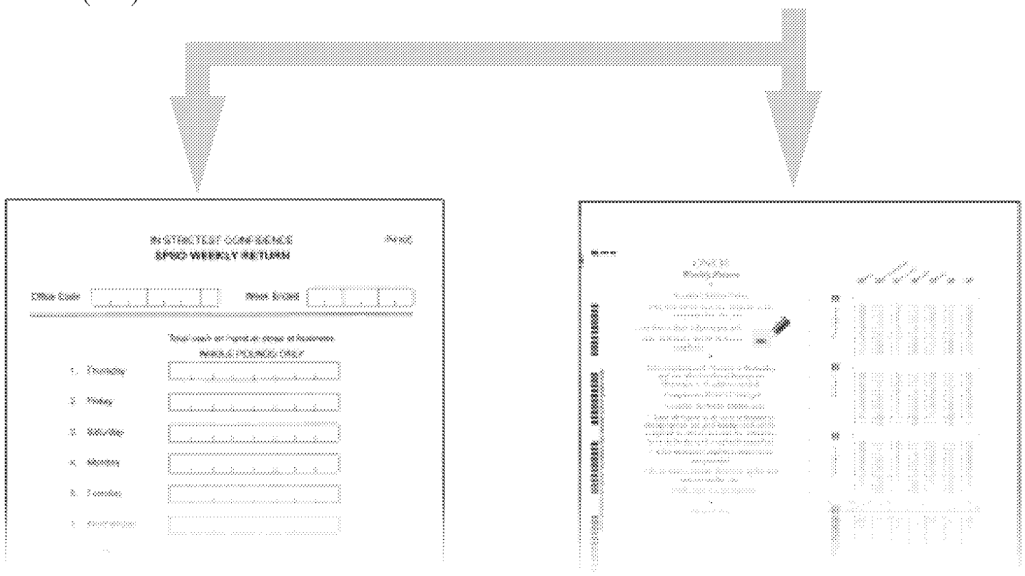
Daily Cash Declaration (DCD) Report
– all offices (Mandatory Report)

Horizon Counter Daily Cash Declaration Report

- Print the Horizon Counter Cash Declaration report at the close of business
- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - Daily Cash Declaration (F9)
  - Enter your cash on hand against the correct coin or note denominations
  - Enter your stock unit ID number (Shared Stock Units only)
  - Print (F4)
  - Exit (F16)





Manual Weekly Cash Flow Report (P4105 or ONCH 1)

- Complete the manual weekly Cash Flow report (P4105 or ONCH1)
- Retain for completing the end of the week procedure
- Retain the Horizon Counter Daily Cash Declaration report in your office for 2 years

Shared stock units: Each portion of a shared stock unit must have a separate ID number, which should be used each time you make a declaration for that particular portion of the shared stock unit. This will ensure that you overwrite the previous declaration.

Please note:

If a declaration has not been made for a stock unit on any day, e.g. the stock unit was not used on that day, the values from the previous declaration will be carried forward. This is also the case with portions of a shared stock where a declaration for a particular ID number has not been overwritten with new values or zero's.

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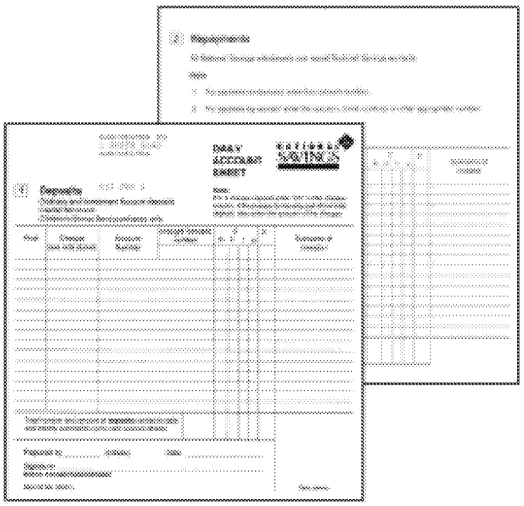
National Savings Bank Deposits and Withdrawals Reports
– all offices

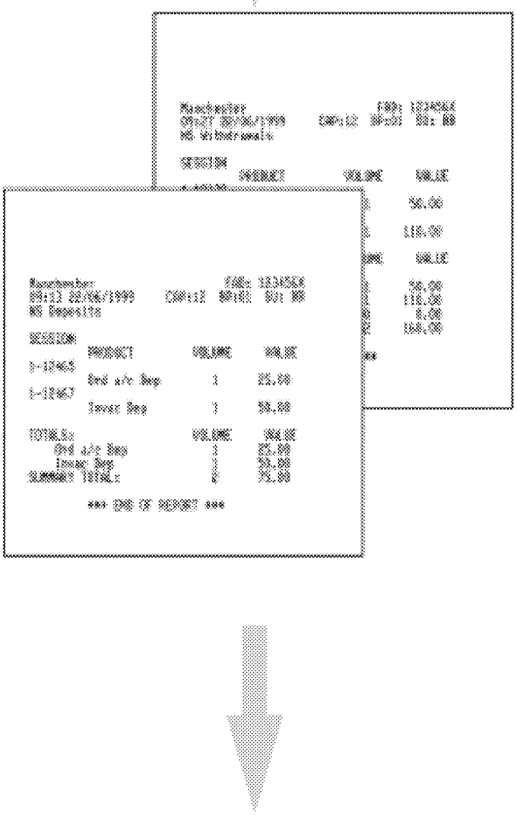
Manual daily Account Sheet (NSA 53NA)

- Enter details of NS deposits and withdrawals onto the manual Daily Account Sheet (NSA 53MA), at the close of business or at quiet periods during the day
- Complete volume and value totals
- Retain for checking against the Horizon Counter Daily NS Deposits and Withdrawal reports



Horizon Counter Daily NS Deposits and Withdrawals reports

- Print the Horizon Counter Daily NS Deposits and Withdrawal reports at the close of buisiness
- From the desktop menu select:
  - Report (F2)
  - Counter Daily (F1)
  - NS Deposit (F5) / Withdrawals (F6)
  - Print (F4)
- Check that the deposits and withdrawal totals on the manual Daily Account Sheet (NSA 53MA) agrees with the Horizon Counter Daily NS Deposits and Withdrawal report totals
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint report select cut-off (F12), accept the messages and exit (F16)
- Associate the deposit and withdrawals slips with the manual Daily Account Sheet (NSA 53MA)



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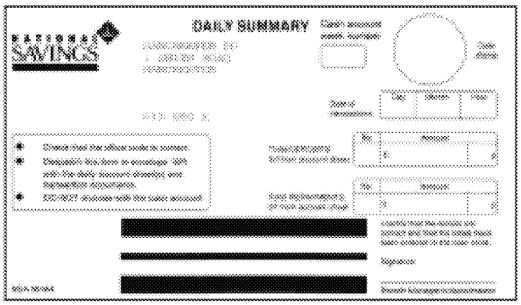
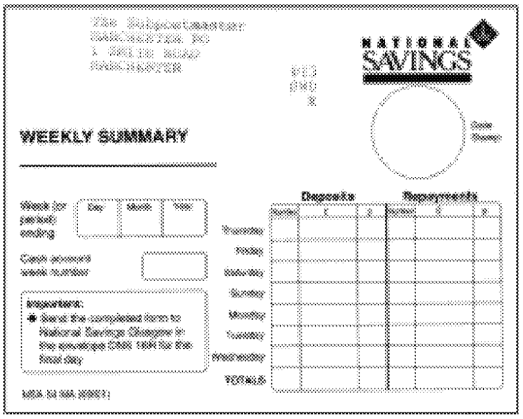
- Complete manual Daily Summary NSA 56MA



- Transfer the totals to NSA 54 MA Weekly Summary Sheet
- Associate the manual Daily Summary NSA 56MA with the deposit and withdrawal slips and the manual Daily Account Sheet NSA 53MA and despatch daily, in accordance with existing instructions, See Counters Operations Manual; National Savings accounts; Ordinary and Investment Account Withdrawals; Daily accounting and despatch.
- Retain Horizon Counter Daily NS Deposits and Withdrawals reports in your office for 2 years



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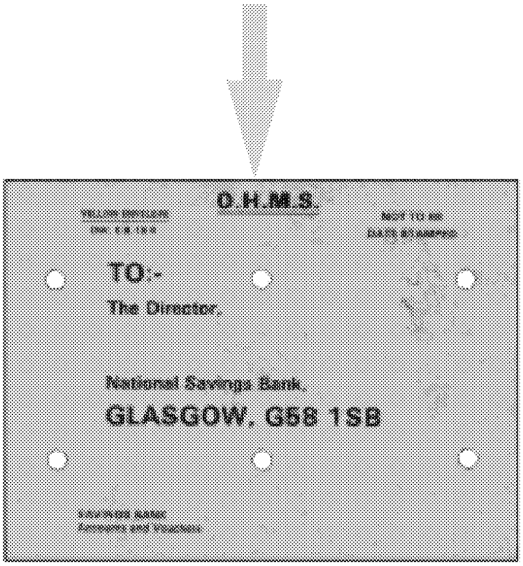
Weekly accounting and despatch

- Despatch the deposit and withdrawal slips, NSA 53MA, NSA 54MA and NSA 56MA to Glasgow in accordance with existing instructions, See Counters Operations Manual; National Savings accounts; Ordinary and Investment Account Withdrawals; Daily accounting and despatch



For Multiple Stock Units:

- Print the Horizon Office Daily NS Deposits and Withdrawals reports
- From the desktop menu select:
  - Reports (F2)
  - Office daily (F2)
  - NS Deposits (F5) / NS Withdrawals (F6)
  - Print (F4)
- Check that the totals of all the manual Daily Account sheets (NSA 53MA) agrees with the Horizon Office Daily Reports total
- If they do not agree, correct the error (see Horizon System User Guide; Reports; Daily summaries; Producing a daily office summary)
- When the figures agree reprint report select cut-off (F12), accept the messages and select exit (F16)
- Destroy the Office Daily Report

Please note:

As this report contains the transactions for all stock units, you only need to print one report (not one for each stock unit)

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Cashing Other Banks' Cheques

The following procedure applies to the despatch of Other Banks Cheques only.

Personal Banking transactions (ie. Lloyds TSB and Co-op) are processed differently.

Offices that send OB Cheques to Data Central (all offices except Northern Ireland)

Completing the Customer Transaction

- Enter details of the transaction at the time of serving the customer
- From the desktop menu select:
  - Transactions (F1)
  - Serve Customer (F1)
  - Other Products (F13)
  - Pers Finance (F8)
  - OB chq to DPC (F1)
- Print (F4)

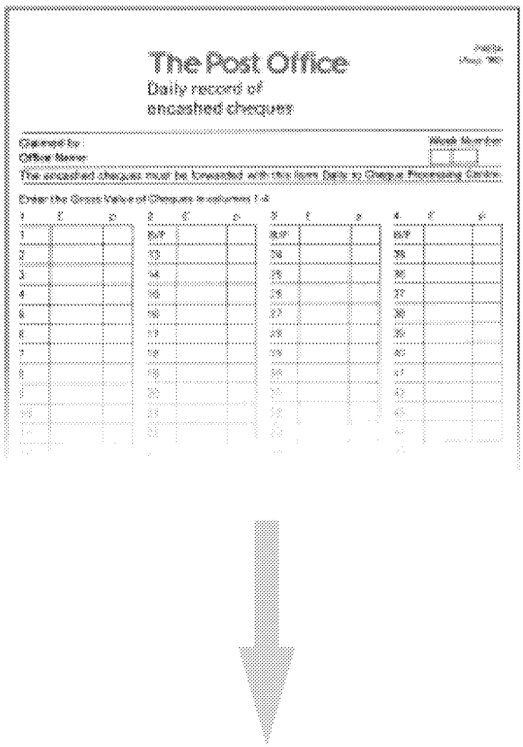
OB Cheques (Data Central) Report

Manual Daily Record of Encashed Cheques (P4034)

- Complete the manual daily record of Encashed Cheques (P4034)
- Associate OB cheques with the manual daily record of Encashed Cheques (P4034)
- Retain for checking against the Horizon Counter Daily OB Cheques report (OB Chq to DPC)

Horizon Counter Daily OB Cheque to Data Central Report (OB Chq to DPC)

- Print the Horizon Counter Daily OB Cheques report at the authorised cut-off time
- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - OB Chq to DPC (F14)
  - Print (F4)
- Retain the report in your office for 2 years
- Check that all OB cheques have been entered onto the manual daily record of Encashed Cheques (P4034)
- Check that the value of OB cheques on the manual daily record of Enchased Cheques (P4034) agrees with the Horizon Counter Daily OB Cheques report total(s)
- If the totals do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree, select cut-off (F12), accept the messages and exit (F16)



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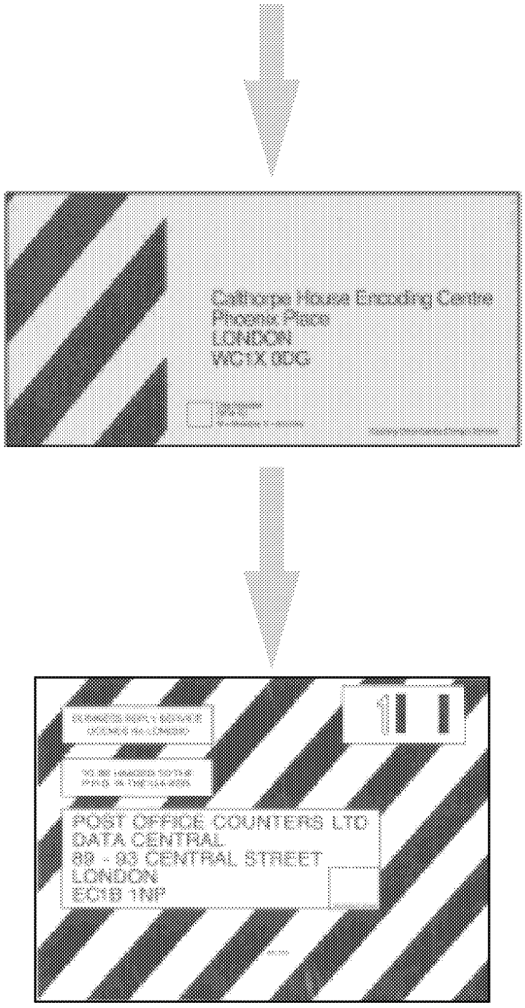
- **Do not** remit out the cheques on the Horizon System. Simply despatch the cheques as highlighted below



- Place the manual Daily Record of Encashed cheques (P4034) and the OB cheques in data processing envelope and place sealed envelope into the Data Processing Centre pouch.
- Despatch in accordance with the existing despatch procedures

Offices that send OB Cheques to Distribution Centre (Northern Ireland offices only)

Completing the Customer Transaction

- Enter details of transaction at the time of serving the customer
- From the desktop menu select:
  - Transactions (F1)
  - Serve Customer (F1)
  - Other Products (F13)
  - Pers Finance (F8)
  - OB Chq to CRU (F2)
- Print (F4)

You **must** enter the value of the OB Cheque minus the fee (e.g. if the face value of the OB cheque is £50 and the fee is £5, you must enter a value of £45)

The OB Cheque will now become part of your stock unit cheque total, i.e. your stock unit cheque total will increase by the net value of the OB Cheque (the face value minus the fee) and must be remitted out as part of your next cheque remittance.

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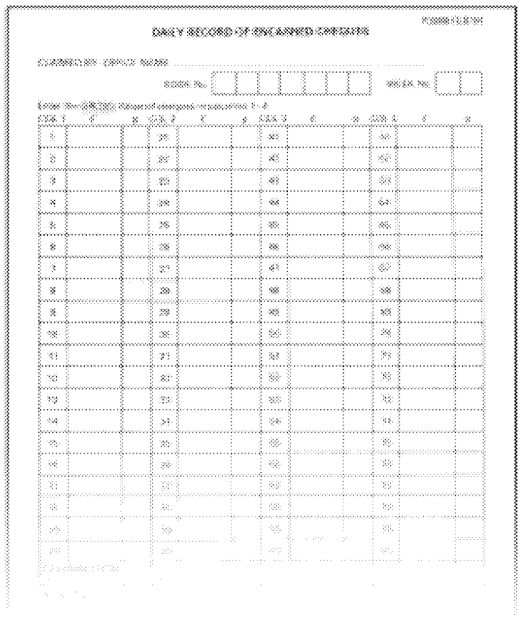
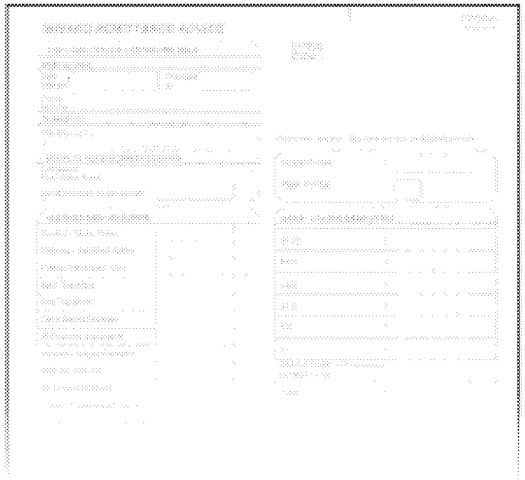
OB Cheques (CRU) Report

Horizon Counter Daily OB Cheques Report (OB Chq to CRU)



- Print the Horizon Counter Daily OB Cheque report at the authorised cut-off time
- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - OB Chq to CRU (F13)
  - Print (F4)
- Retain the report in your office for 2 years
- Check that the value of cheques agrees with the Horizon Counter Daily OB Cheque report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree, reprint report, select cut-off (F12), accept the messages and exit (F16)
- Remit the OB Cheque out to your Distribution Centre
- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - Out other Pos (F6)
  - Cheques (F2)

Manual Daily Record of Encashed Cheques (P3888)



- Complete the manual daily record of Encashed Cheques (P3888)
- Associate OB cheques with the manual Daily Record of Encashed Chques (P3888)
- Enter the total value (net value - total face values minus the fees) on the manual Daily Record of Encashed Cheques (P3888) onto the Inward Remittance Advise (P884 MA)
- Despatch the P3888 and P884 MA in accordance with existing instructions

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Transfers

Transfers are the process for receiving and supplying cash and stock between stock units internally within an office. Transfers are only normally applicable to multi-stock unit offices, as users attached to the same shared stock unit do not record on the Horizon system transfers between themselves. **However**, if a single stock unit office creates additional stock units for correction purposes or for 'out of hours' transactions, they will automatically become a multi-stock unit office, and transfers may need to be recorded (see out of hours and corrections sections within this guide).

For any stock or cash sent or received from an external source, the Remittance function must be used.

The supplying stock unit must record the 'transfer out' on the Horizon system before the receiving stock unit can record the 'transfer in'. If the receiving stock unit attempts to record the 'transfer in' before the corresponding 'transfer out' has been recorded, it will be prevented by the Horizon system.

A stock unit can not balance and rollover to the next Cash Account Period untill all outstanding transafers due to the stock unit have been transfered in or reversed by the sender.

Process for transfer out

- From the desktop menu select:
  - Transactions (F1)
  - Transfers (F2)
  - Transfer out (F2)
  - Select the stock unit that will receive the transfer and press (F1) to confirm
  - Enter the stock / cash that is to be transferred out onto the system

Once all the stock / cash to be transferred out has been entered onto the system, the counter printer will automatically print a transfer receipt. This must be signed by the recipient and retained by the supplying stock unit until the end of the week. The recipient and the supplier of the transfer must check that the amount of stock/cash agrees with the amount shown on the slip and that any discrepancies should be rectified by a reversal and a re-entry of the transfer. The transfer receipt is then retained in the office for 2 years for audit purposes.

Process for transfer in

- From the desktop menu select:
  - Transactions (F1)
  - Transfers (F2)
  - Transfer in (F1)
  - Select the appropriate transfer (F1)
  - Check the details on the screen are correct
  - Print (F4)
  - Accept the transfer and complete (F16)

The system will display a list of any outstanding transfers which are appropriate to that stock unit. It will also inform the user which stock unit the transfer has come from and the total value of the transfer outstanding.

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Remittances

This facility is used by all offices when they receive/return stock, cash and cheques from/to, an external source.

When you carry out stock remittance transactions it is vital to ensure that the correct source/destination is selected on the Horizon system (failure to do so will lead to cash account errors). Listed below are the remittance sources and destinations together with general guidelines as to when each one would be used.

Remittance sources

'In Automated Distribution Centre (ADC)': Used for receipt of stock, cash and POCL cheques. For instructions on how to deal with remittances from the ADC (see Transactions - Other - Part one booklet; Transfers & remittances; Dealing with remittances)

'In Client': Used for receipt of National Lottery instants. Instructions on how to deal with Lottery instants can be found at National Lottery Instants Received from clients, page 36.

Remittance destinations

'Out Automated Distribution Centre (ADC)': Used for when stock is remitted to Hemel Hempstead and cash and POCL cheques are returned to the Distribution Centre. For instructions on how to deal with remittances sent to the ADC (see Transactions - Other - Part one booklet; Transfers & remittances; Dealing with remittances to the Automated Distribution Centre)

'Out Client': Used for when National Lottery instants are returned to the client. Instructions on how to deal with Lottery instants can be found at National Lottery Instants Returned to Client, page 37 .

'Out Data Cntrl': Used for daily rem out of cheques which are sent to Data Central. Instructions on how to rem out cheques to Data Central can be found at Cheques sent to Data Central, page 36.

Cheques sent to Data Central

See the Daily Reports section within this document for information on reconciling and sending cheques to Data Central.

- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - Out to Data Cntrl (F7)
  - Cheques (F2)

National Lottery (Instants) Activations

National Lottery Instants Received from clients

Once you have activated Instants through your Lottery terminal, you will need to carry out the remittance in transaction on the Horizon system. Do not perform the remittance prior to activation. This is to ensure that all activated tickets are accounted for in the correct cash account week.

- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - In-Client (F4)
  - Select the appropriate icon/product (F1/F2)

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National Lottery Instants Returned to Client

- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - Out-Client (F8)
  - Select the appropriate icon/product (F1/F2)

Please remember:

Littlewoods Lottery Scratchcards are remitted in on Horizon as a stock item as soon as they are received. For instructions on how to 'Rem in' stock from Hemel Hempstead or Distribution Centre can be found (see Transactions - Other - Part one booklet; Transfers & remittances; Dealing with remittances).

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Section 2: Weekly Reports

Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Cash Flow	Office Weekly	P4105 or ONCH1 To Local Cash Management team	Destroy	Can be used for the completion of P4105 or ONCH1 form at the end of the week	42
Counter Revenue	Office Weekly	N/A	To Chesterfield	This is mandatory for branch offices only	43
DVLA V10	Counter Weekly	V594 & V570 to DVLA Swansea	Can be destroyed	Complete and despatch at the end of week	44
DVLA V11	Counter Weekly	V595 & V570 to DVLA Swansea	Can be destroyed	Complete and despatch at the end of week	45
Green Giros	Counter Weekly	ID docket to Girobank	To Girobank	Complete and despatch at the end of week	47
Green Giros	Office Weekly	N/A	Destroy	Can be used to obtain Giro Milk Tokens issued	47
Pension & Allowances	Counter Weekly	N/A	Counter Weekly Reports to Lisahally	Despatch at the end of week	49
Pension & Allowances	Office Weekly	N/A	P2311MA to Chesterfield	Make sure Counter Weekly report bundles agree with report	50
Pension & Allowances	Office Weekly	N/A	P2311MA(b) to Lisahally		50
Pension & Allowances summary	Office Weekly	N/A	Summary to Lisahally		50
Milk Tokens	Manual	To Lisahally	N/A	Complete and despatch at the end of week	52
Redeemed Stamps Weekly	Office Weekly	N/A(BO only need to complete the reverse of P3731MA)	To Chesterfield	Ensure that envelope totals have been entered manually and despatch at the end of week	54
Postal Orders Paid	Counter Weekly	P492 or P490 & P2037 to Chesterfield	Destroy	Complete and despatch at the end of week	56
Suspense Account	Office Weekly	N/A	Retain for 2 years in office		60
Transfer Reconciliation	Office Weekly	N/A	Destroy		61
Remittance Summary	Counter Weekly	N/A	Destroy		62
Miscellaneous Transactions	Counter Weekly	N/A	Destroy		62

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Section 2: Weekly Reports

End of Week Horizon Reports

The following reports must be completed at the end of the cash account week:

Reports produced for each stock unit

- DVLA V10/ V11 Reports (V594 & V595)
- Green giro Report
- P & A Report
- PO Paid Report (P490)
- Rem summary (Optional)
- Miscellaneous transactions (Optioal)

Reports produced once for the office

- Cash Flow Report (P4105/ ONCH 1)
- Counter Revenue Report
- DVLA V570 Summary
- P & A report P2311MA, P&A P2311MA(b)
- Milk token summary (P3890)
- Redeemed Stamps summary
- PO Paid Report (P492MA/ P2037 MA)
- Suspense account report
- Transfers / unreconciled transfers – Multiple Stock Unit Office (Optional)

Please remember:

1. You **must** check the vouchers / dockets against the Horizon produced report and manual summaries to ensure the totals in value and volume totals agree.
2. If you have other transaction dockets for which there is no Horizon system report, check against the balance snapshot or miscellaneous transaction report, but remember these figures are cumulative during the CAP. If an error is found, refer to the corrections section in this guide.
3. If you have high volumes of transactions, the following reports can be produced on an ad hoc basis throughout the week. It is important that you select 'cut-off' after printing any of these reports otherwise the information in the report will be duplicated on any future report.
   - Green giro Report
   - P & A Report
   - PO Paid Report (P490)
   - DVLA V10/ V11 Reports (V594 & V595)
4. **For shared-stock unit offices** – When checking dockets against reports, you should keep the 'cut-off' screen visible. This will ensure that any transactions being carried out simultaneously at other positions will not be added to the existing report you are checking. When you have finished checking the report and have selected 'cut-off', any transactions that were carried out during this time will be automatically added to the system and will be available for checking on the next report.

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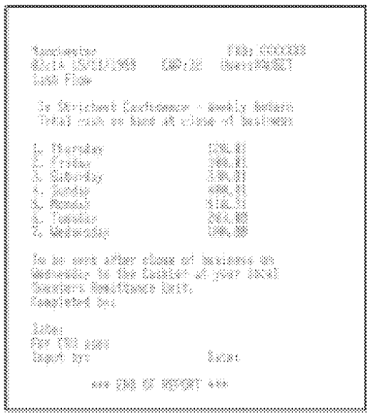
Cash Flow Report – all offices (mandatory report)

Horizon Office Weekly Cash Flow Report

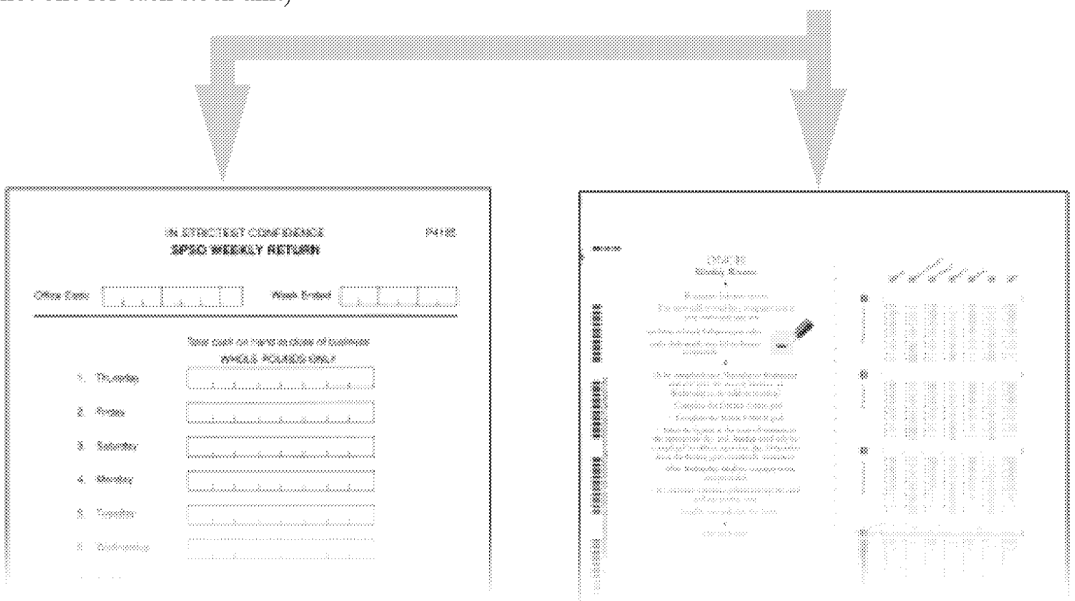


- Print the Office Weekly Cash Flow report
- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Cash Flow (F12)
  - Print (F4)
  - Exit (F16)
- Retain for checking against the manual weekly Cash Flow report (P4105 or ONCH 1)

Any stock unit that has not declared its cash prior to the report being produced will not be included.

Please note:

As this report contains the transactions for all stock units, you only need to print one report (not one for each stock unit)



Manual Weekly Cash Flow Report (P4105)

- Complete the manual Weekly Cash Flow Form P4105
- Check that all daily cash declarations have been entered correctly
- Destroy Horizon Cash Flow Office Weekly Report
- Despatch the Manual Cash Flow Form to the local Cash Management team

Manual Weekly Cash Flow Report (ONCH 1)

- Complete the manual Weekly Cash Flow Form ONCH 1
- Check that all daily cash declarations have been entered correctly
- Destroy Horizon Cash Flow Office Weekly Report
- Despatch the Manual Cash Flow Form to the local Cash Management team

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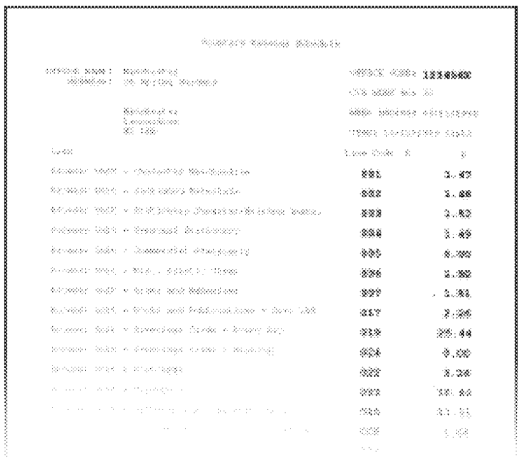
Counter Revenue Report

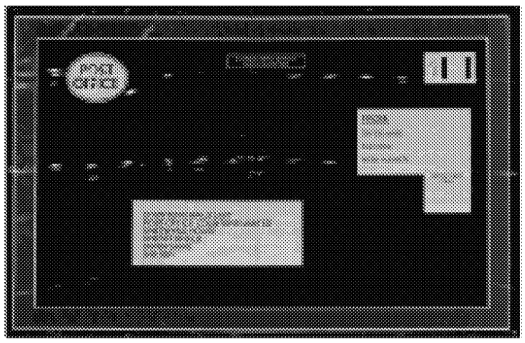
– branch offices that sell retail items

Horizon Office Weekly Counter Revenue Report

- Print this report at end of the Cash Account week, after balancing all stock units
- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Counters Revenue (F10)
  - Print (F4)
  - Exit (F16)



- Despatch the Horizon Office Weekly Counter Revenue Report to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions



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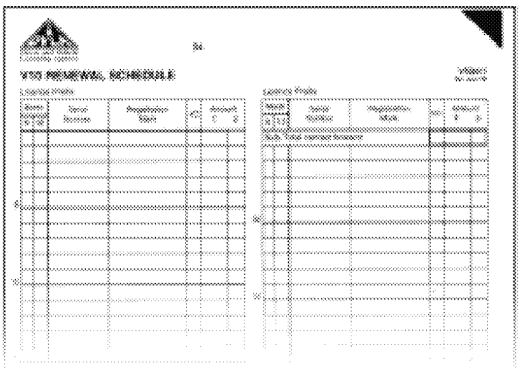
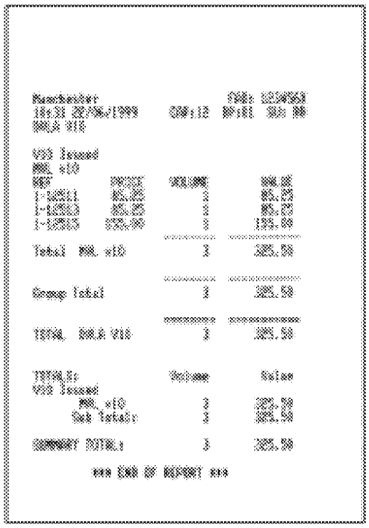
DVLA V10 Report – all DVLA offices

V10 Renewal Schedule (V594)

- Complete the manual V10 Renewal Schedule (V594) at the time of the transaction
- Associate with V10 renewal forms
- When V10 Renewal Schedule (V594) is full, or at the end of the week, complete the total on manual V10 Renewal Schedule (V594)
- Retain for checking against the Horizon Counter Weekly V10 Report





Horizon Counter Weekly V10 Report

- Print the Horizon Counter Weekly V10 Report
- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - V10 (F6)
  - Print (F4)
- Check that the manual V10 Renewal Schedule (V594) total(s) agree with the total values & volumes on the Horizon Counter Weekly V10 Report
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint report , select cut-off (F12), accept the messages and select exit (F16)
- Retention of the Horizon Counter Weekly V10 Report is optional
- This process can be completed on ad hoc basis throughout the week.
- Retain the manual V10 Renewal Schedule (V594) for the end of week despatch

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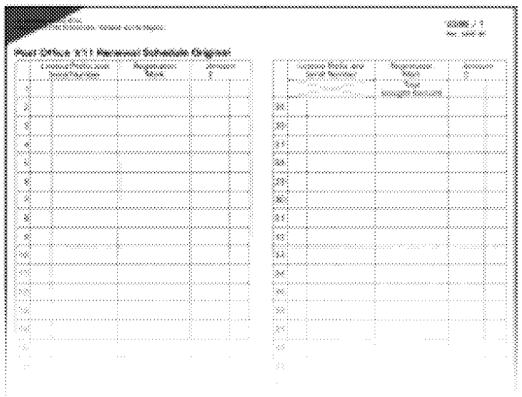
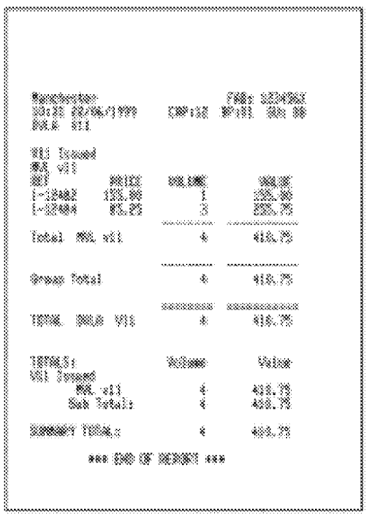
DVLA V11 Report – all DVLA offices

V11 Renewal Schedule (V595)

- Complete the manual V11 Renewal Schedule (V595) at the time of the transaction
- Associate with V11 renewal forms
- When V11 Renewal Schedule (V595) is full, or at the end of the week, complete the total on manual V11 Renewal Schedule (V595)
- Retain for checking against the Horizon Counter Weekly V11 Report





Horizon Counter Weekly V11Report

- Print the Horizon Counter Weekly V11 Report
- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - V11(F5)
  - Print (F4)
- Check that the manual V11 Renewal Schedule (V595) total(s) agree with the total value and volumes on the Horizon Counter Weekly V11 Report
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint report, select cut-off (F12), accept the messages and select exit (F16)
- Retention of the Horizon Counter Weekly V11 Report is optional
- This process can be completed on an ad hoc basis throughout the week.
- Retain the manual V11 Renewal Schedule (V595) for the end of week despatch

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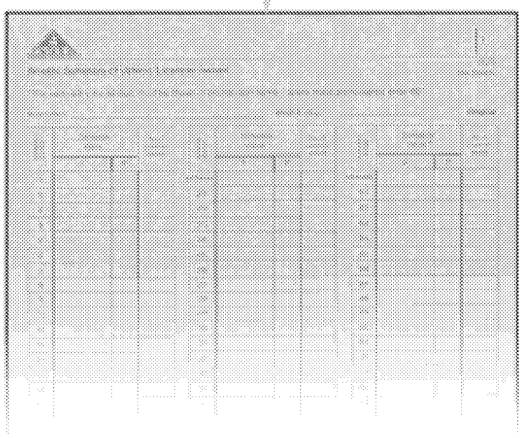
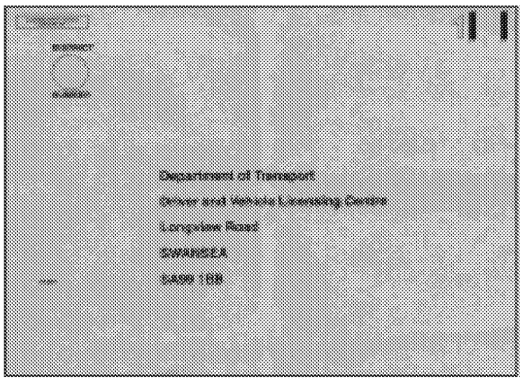
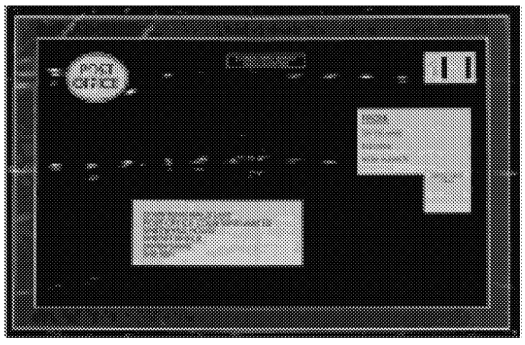
- Complete the manual Weekly Summary of Vehicle Licences Issued V570, in accordance with existing instructions
- Check that the total agrees with the V10/V11 totals on the office balance snapshot
- Associate the V570 Summary with the appropriate V594/V595 Schedules



- Despatch the V10/V11 Renewal Forms, the top copies of the V594/V595 Schedules and V570 Summary to DVLA Swansea in the envelope ENV 207 in accordance with existing instructions



- Despatch the bottom copies of the V594/V595 Schedules and V570 Summary to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions



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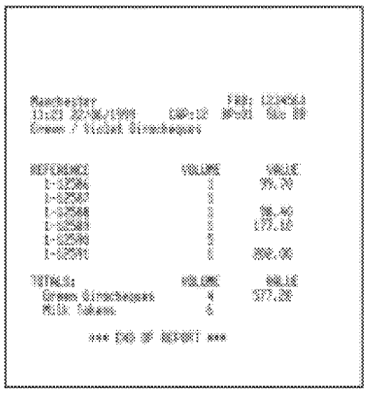
Green Giro Report – all offices

Horizon Counter Weekly Green Giro Report

- Print the Horizon Counter Weekly Green Giro report
- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - Green Giros (F2)
  - Print (F4)
- Check that all the Green Giros encashed appear on the Horizon Green Giro Counter Weekly Report and the values are correct



Please note:

You must ensure that the Green Giros are sorted into the order that they appear on the report.

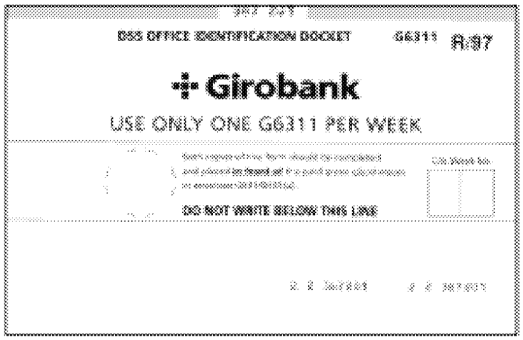
- Check that the Milk Token volume is correct
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the report is correct, select cut-off (F12), accept the messages and select exit (F16)
- Wrap the Horizon Green Giro Counter Weekly Report around the Green Giros ready for despatch

This process can be completed on an ad-hoc basis throughout the week.

When all stock units have balanced:

Horizon Office Weekly Green Giro Report

- Print the Horizon Office Weekly Green Giro Report
- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Green/Violet Giro (F1)
  - Print (F4)
- Check that all the bundles of Green Giros appear on the report
- Select cut-off (F12), accept the messages and select exit (F16) if the report is correct
- Complete an ID Docket G6311 or G6323 and place this in front of vouchers



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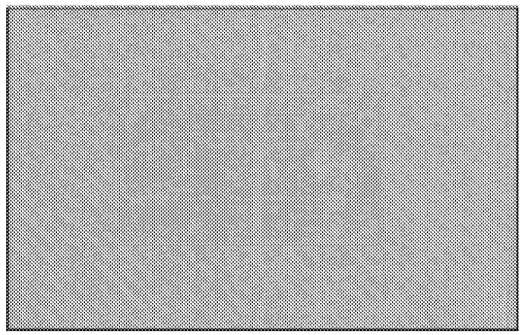
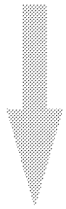
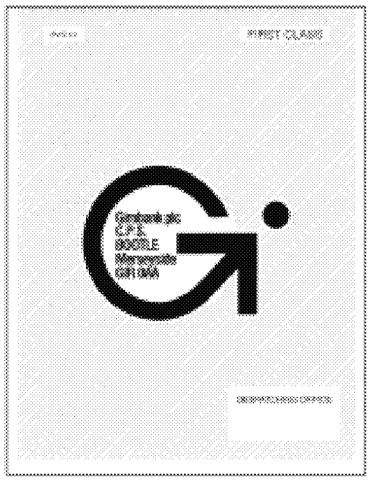
- Place the vouchers, the Horizon Counter Weekly Green Giro Report(s) and ID Docket (G6311 or G6323) in the Green Striped Envelope G631 or G631A





- Despatch the envelope G631 or G631a in the Girobank Envelope in accordance with the existing despatch procedures



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Pension and Allowance Reports – all offices

Horizon Counter Weekly P&A Report

- Print the Horizon Counter Weekly P&A report
- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - P&A Weekly (F1)
  - Print (F4)
- Do not cut-off
- Check that all the Pensions and Allowances and Milk Tokens appear on the Horizon Counter Weekly P&A Report
- The dockets should be sorted as per Horizon Counter Weekly P&A Report
- If the report is not correct, select exit (F16) and correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures). Once corrections have been completed start process again from the desktop menu

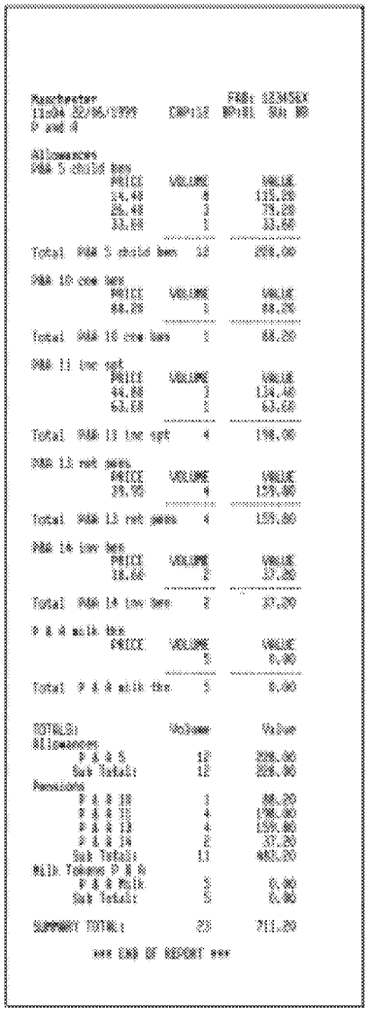
Please remember:

Any corrections must be made against the P&A group where the original error occured.

- When the figures agree, select cut-off (F12), accept the messages and exit (F16)
- Fold the Horizon Counter Weekly P&A report neatly in front of the relevant dockets and secure with an elastic band, ensuring that the encashment totals at the base of the report are visable, ready for despatch
- After all stock units have balanced, the office weekly reports must be produced

Please remember:

Any corrections must be made against the P&A group where the original error occured.



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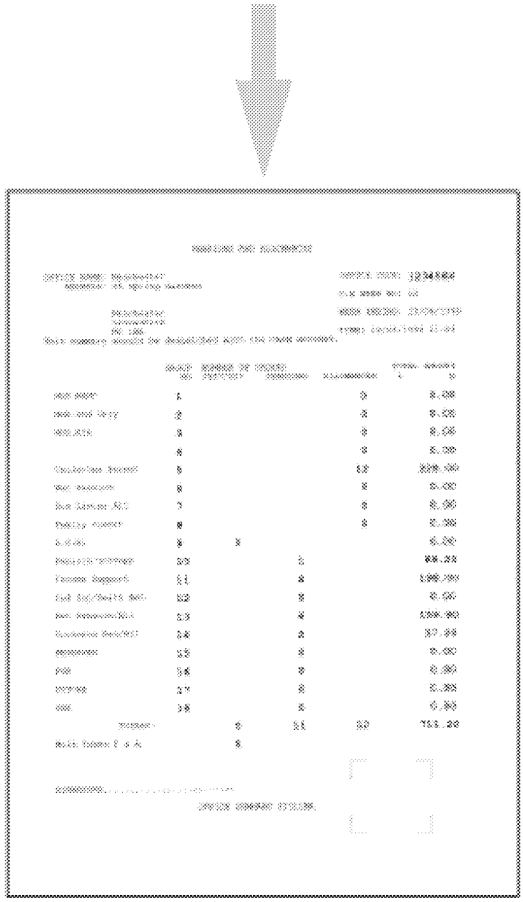
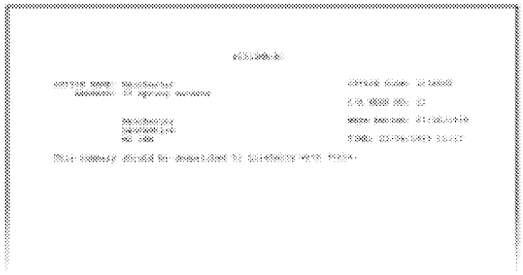
Horizon Office Weekly P&A Report P2311MA/P2311MA(b)

- Print the Horizon Office Weekly reports
- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - P&A P2311 MA (F5) / P2311(b)MA/P&A summary (F4)
  - Print (F4)
  - Exit (F16)



- Check that the totals on the batches of pension dockets agree with the Horizon Office Weekly Report totals P2311MA



- Place the P2311(b)MA and P&A summary in front of the batch of pension dockets ready for despatch in accordance with existing instructions

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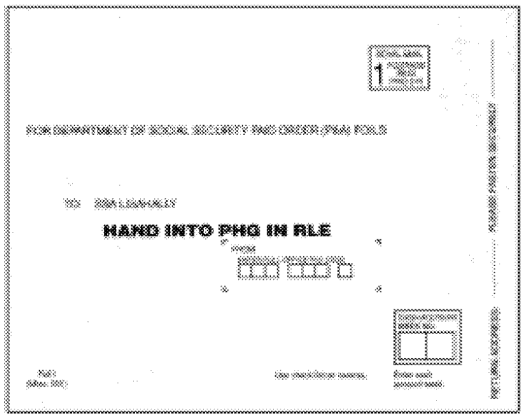
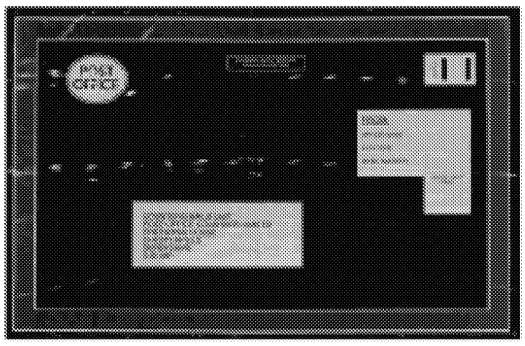
- Despatch the P&A dockets, Horizon Counter Weekly P&A Report and the Horizon Office Weekly Report P2311(b)MA and P&A summary in the white One-Trip Envelope Misc 551/552 to DSS Lisahally at the end of the week, in accordance with existing instructions



- Despatch the Horizon Office Weekly Report P2311MA to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions



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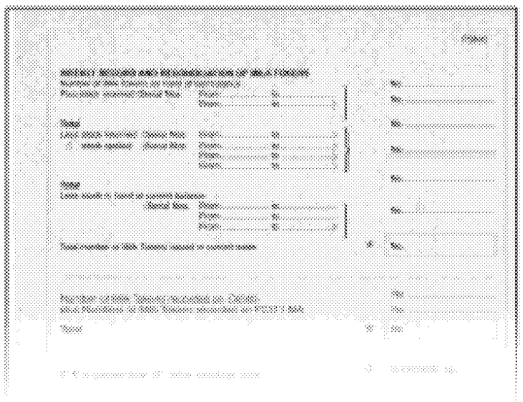
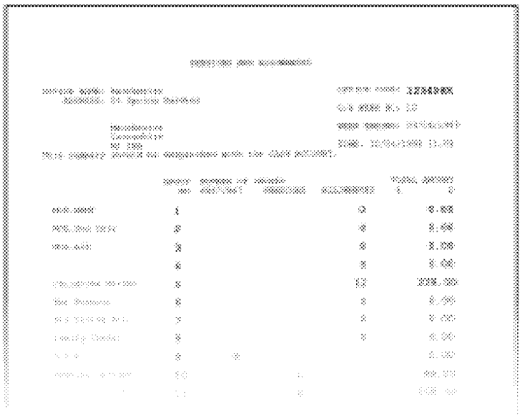
Milk Token Summary – all offices

Manual Weekly Record and Reconciliation of Milk Tokens form P3890

- Complete the manual Weekly Record and Reconciliation of Milk Tokens form P3890



- Obtain the number of P&A Milk Tokens issued from the Horizon Office Weekly Report P2311MA
- Enter these on form P3890



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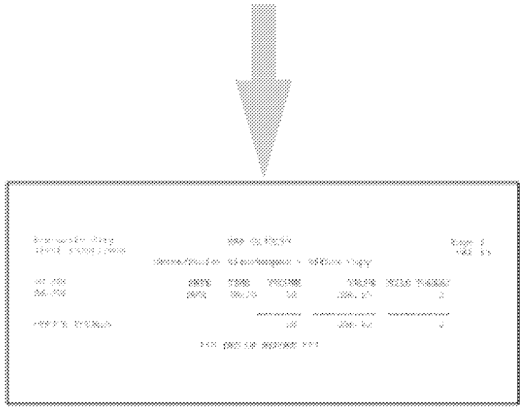
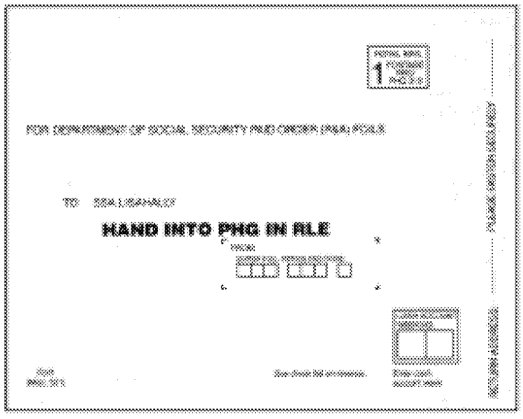
- Obtain the number of Green Giro Milk Tokens issued from Horizon Green Giro Office Weekly Report
- Enter these on form P3890
- Reconcile figures in accordance to existing instructions



- Despatch the top copy of form P3890 in white One-Trip Envelope Misc 551 / 552 to DSS Lisahally at the end of the week, in accordance with existing instructions



- Retain bottom copy of P3890 in your office for 2 years

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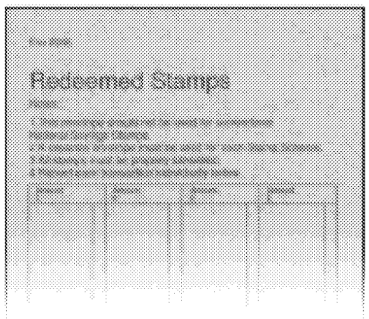
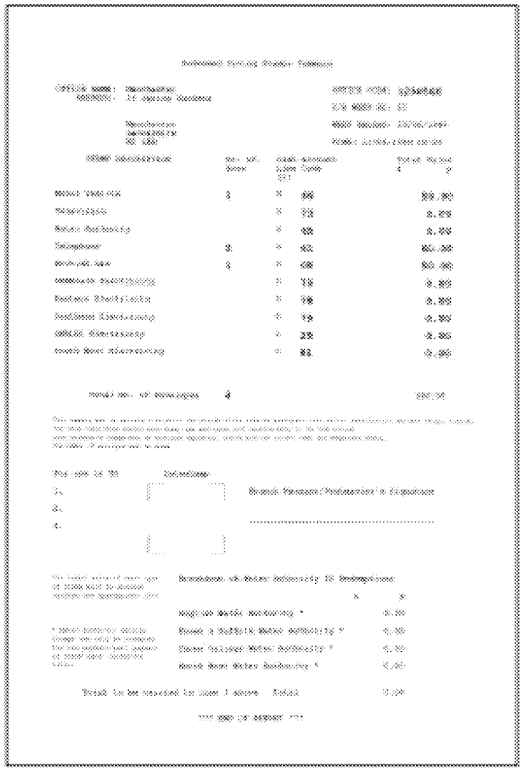
Redeemed Stamps Weekly Report – all offices

- Complete the Saving Stamp Envelopes in accordance with existing instructions



Horizon Office Weekly Redeemed Saving Stamp report

- Print the Horizon Redeemed Stamp Office Weekly Report
  - Produce this after all stock units have balanced
- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Redeemed Stamp (F7)
  - Print (F4)
  - Exit (F16)
- Check that the saving stamp envelope totals agree with the Horizon Redeemed Stamp Office Weekly Report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- Record the number of envelopes against each stamp type, and the total number of envelopes on the Horizon Redeemed Stamp Report – as shown in example



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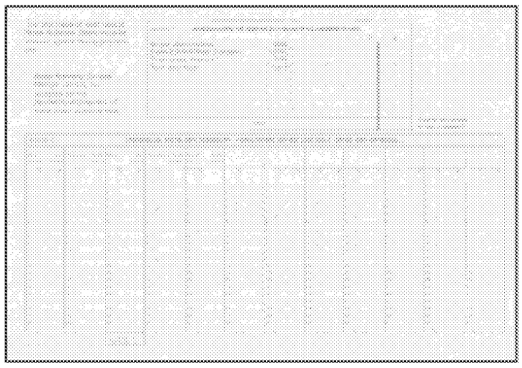
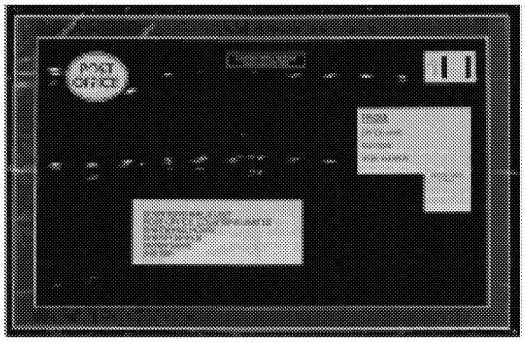


This step is mandatory for BOs

- Complete the reverse of the existing manual Redeemed Stamp Summary P3731MA and staple it to the back of the Horizon Redeemed Stamp Office Weekly Report.

For information on completing form P3731MA see the relevant section in the Counters Operations Manual



- Despatch in brown plastic one-trip pouch
- Wrap Horizon Redeemed Stamp Office Weekly Report around Redeemed Stamp envelopes ready for despatch
- Despatch the Redeemed Stamp envelopes and the Horizon Office Weekly Report to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions

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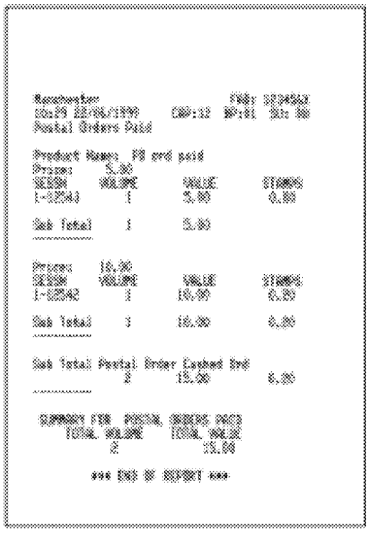
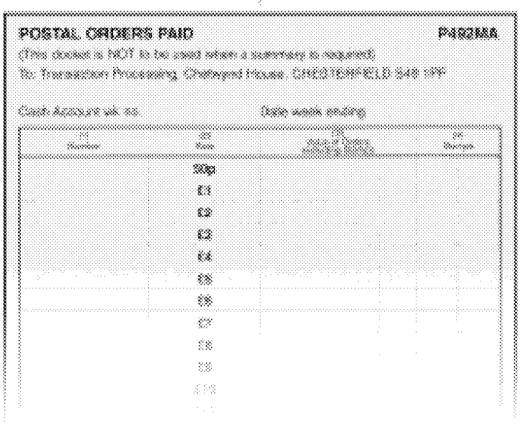
Postal Orders (PO) Paid Report – all offices

Produce Horizon Counter Weekly PO Paid Report

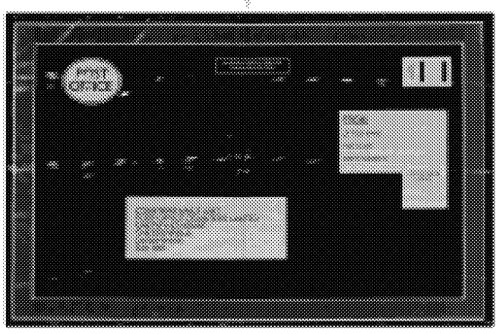
- Print the Horizon Counter Weekly PO Paid report
- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - POs Paid (F3)
  - Print (F4)
- Check that the total volume and value of POs paid and stamps agrees with the Horizon Counter Weekly PO Paid Report
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint report, select cut-off (F12), accept the messages and exit (F16)



- After the stock unit has balanced complete the manual PO Encashed Form P492 MA
- Check that the POs paid total on the P492MA agrees with the POs paid total on the Horizon Counter Weekly PO Paid Report
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- Wrap the manual Form P492MA around the POs paid



- Despatch the POs paid, and the form P492 MA to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week in accordance with existing instructions (refer to the Counter Operations manual)
- Destroy the Horizon PO Paid Counter Weekly Report



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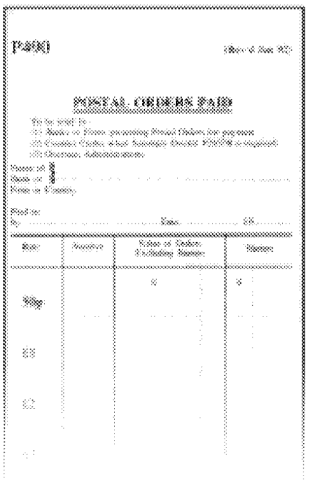
For Multiple Stock Unit Offices

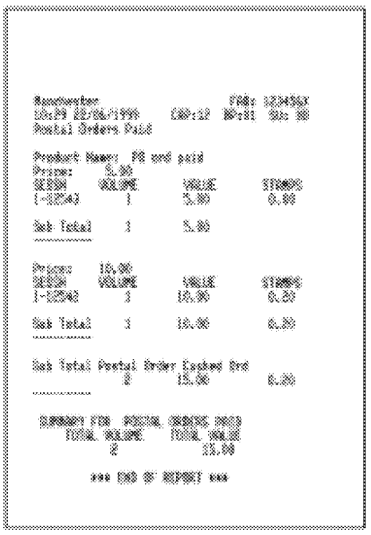
Manual PO Paid Summary (P490)

- Complete the manual PO Paid Summary (P490)



Horizon Counter Weekly PO Paid report

- Print the Horizon Counter Weekly PO Paid report
- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - POs Paid (F3)
  - Print (F4)
- Check that the total volume and value of POs paid and stamps agree with P490
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint report, select cut-off (F12), accept the messages and exit (F16)



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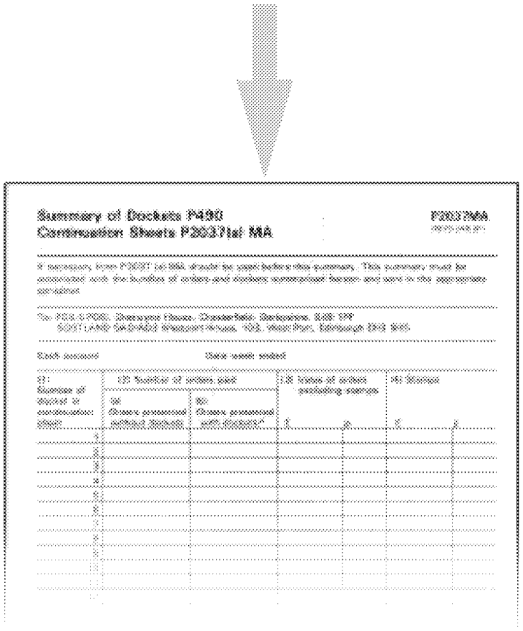
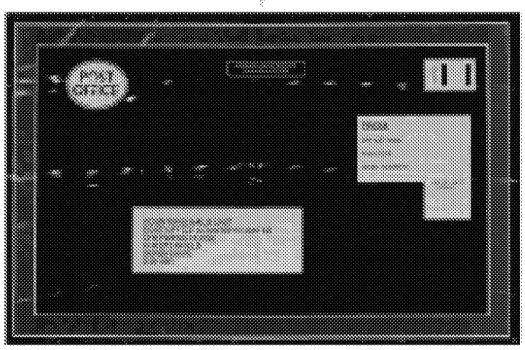
- Summarise the forms P490s on form P2037MA
- Check the value and volumes agree with the office snapshot



When all stock units have balanced

- Despatch the POs paid, the P490s and P2037MA to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week in accordance with existing instructions (refer to the Counters Operations manual)



- Destroy the Horizon PO Paid Counter Weekly Report

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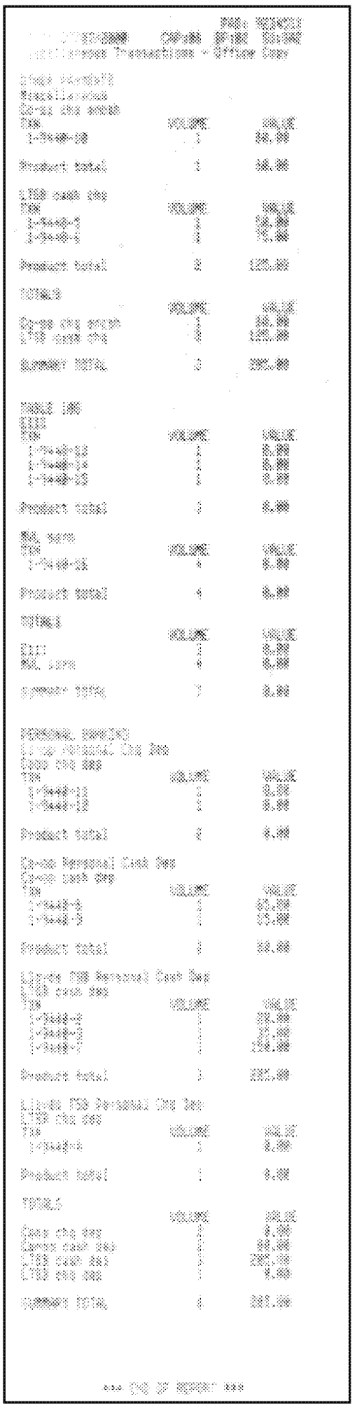
Miscellaneous Transactions Report – all offices

Horizon Counter Weekly Miscellaneous Transactions Report

- Print the Horizon Counter Weekly Miscellaneous Transactions report
- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - Misc Transaction (F16)
  - Print (F4)
  - Exit (F16)
- Use this report to check volume and value of transactions for which there is no specific report, e.g. MVL SORN, Bureau de Change, etc.

Please note:

Although this is a weekly report, it can be produced on an ad hoc basis throughout the week. The figures on this report are cumulative, however, if the 'cut off' option is selected, the figures for all products on the report will be cut off. This will mean that any transactions performed that are listed on the current reprot will not be included on the next report produced.



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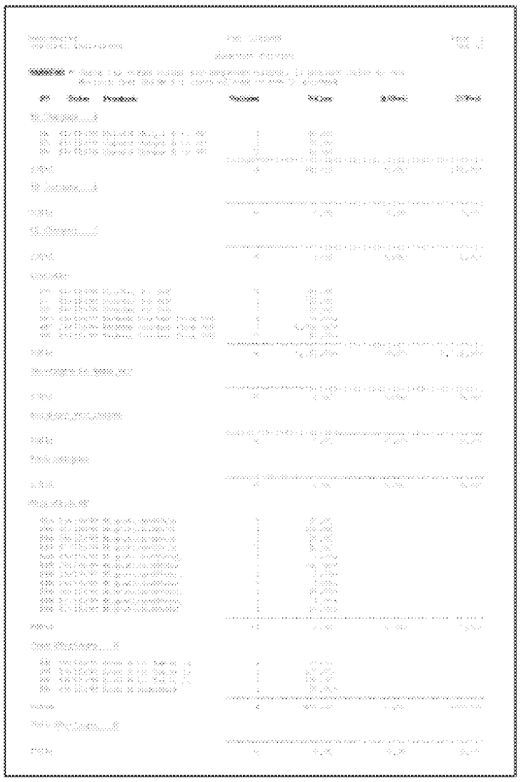
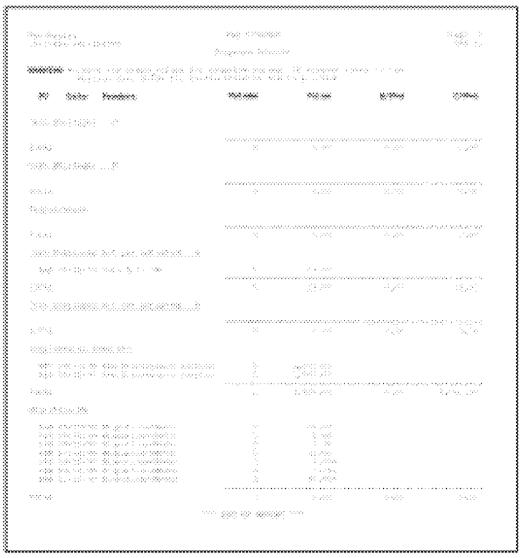
Suspense Account Report – all offices

Produce the Horizon Office Weekly Suspense Account Report

- Print the Horizon Office Weekly Suspense Account report
- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Suspense Account (F11)
  - Print (F4)
- Check that any vouchers / RD cheques and supporting documentation appear on the printed report and there are no negative figures
- If the report is incorrect, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- Exit (F16)
- Retain the report in the office for two years





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Transfer Reconciliation / Unreconciled Transfer Reports

– multiple stock unit offices only

Horizon Office Weekly Reconciliation Transfer Report

- Print the Horizon Office Weekly Reconciliation Transfer report
- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Trans recon (F14)
  - Print (F4)
  - Exit (F16)

Horizon Office Weekly Unreconciled Transfer Report

- Print the Horizon Office Weekly Unreconciled Transfer report
- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Unrecon Trans (F13)
  - Print (F4)
  - Exit (F16)
- If transfers are outstanding, ensure they are processed accordingly. For information on completing transfers, see Section 1: Daily Reports; Transfers
- Destroy the Horizon Transfer reconciliation/ Unreconciled Transfer Office Weekly Reports

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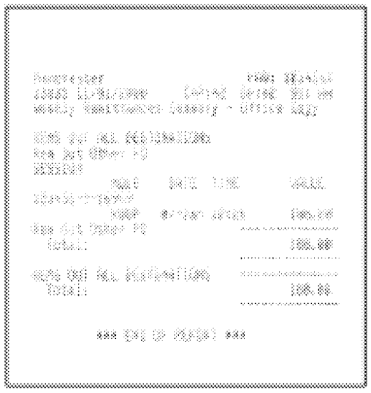
Remittance Summaries Report – all offices

Horizon Counter Weekly Remittance report

- Print the Horizon Counter Weekly Remittance report
- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - Rems Summary (F15)
  - Print (F4)
- If the report is incorrect, correct the error (refer to corrections section in this guide)
  - Exit (F16)
- Destroy the Horizon Report for Rems summary



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Section 3: Balancing and Suspense Account

Activities which can be done before close of business on Balance Day

- Complete Counter Daily Reports - see Section 1: Daily Reports
- Summarise large volume products during balance day such as pensions and allowances, green giros etc.
- Prepare despatch forms and envelopes

Step by step:

1. Complete Counter Daily Reports (of transactions taken after cut-off)
2. Complete Counter Weekly Reports – see Section 2: Weekly Reports
3. Post figures to the Suspense Account
4. Record non-accounting data (Table 10g) and parcel traffic (Table 12)
5. Produce stock unit Balance Snapshot and carefully check figures
6. Declare Non-value stock
7. Declare Stamps
8. Adjust Stock
9. Declare Cash
10. View discrepancies
11. Ensure shared stock unit users are logged off
12. Produce Trial Balance report
13. Roll stock units over into next CAP or Balance Period – apart from 'Out of Hours' (OOH) stock unit
14. Print office snapshot report – optional
15. Print all mandatory Office Weekly reports – see Section 2: Weekly Reports
16. Complete all other outstanding manual Summaries
17. Confirm Non-value stock Declaration
18. Balance and rollover OOH stock unit
19. Produce Trial Cash Account report
20. Errors found after Stock Unit(s) Rollover
21. Produce final Cash Account
22. Check office rollover into next CAP
23. Despatch Cash Account and Summaries
24. Extending the Cash Account period

Other end of week activites

- Print an OBCS Stoplist

Do not make manual amendments to the Cash Account as Chesterfield receive an electronic version

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Section 3: Balancing and Suspense Account

Balance Day

On Balance Day you can prepare for balancing throughout the day in order to save time later. This should only be done at quiet times and should not impact on customer service. The following list of activities take you through a recommended series of steps which you can use as a checklist prior to and during balancing.

Close of Business

Remember to switch on the A4 Printer and ensure that the printer has an adequate supply of paper (approx. 25 sheets).

1&2. Complete Counter Daily Reports and Counter Weekly Reports

- The Daily Reports include the Daily Cash Declaration, in addition to the Declare Cash which is part of the stock unit balance process
- All daily transactions, accepted after the authorised cut-off time, must be summarised and additional reports completed before you balance with the Horizon system. They cannot be held in the Suspense Account. This means that you may need to complete two daily despatches on balance day for some transactions i.e. One when the postman comes at your cut-off time during the day and another at the close of business before you balance, although these may not leave the office until the following day. Even though the second despatch may not leave the office until the following day the summaries/ BCVs must have the balancing day's date and week number entered on them or errors will be generated.

3. Post figures to the Suspense Account (unclaimed payments and uncharged receipts) as necessary and print report

- For details of posting and removing items to and from the Suspense Account, see the Suspense Account section within this document
- You must print the Suspense Account report before producing the Cash Account. In multi-stock offices, only one stock unit will need to produce this report
- The only exception to this is when nothing is being held in the Suspense Account.

4. Record non-accounting data (table 10g) and parcel traffic (table 12)

- From the desktop menu select:
  - Transactions (F1)
  - Non Accounting Data (F14) / Parcel Traffic (F15)
- This activity will need to be undertaken prior to the stock being rolled over into the next cash account period

In multi-stock offices, non-accounting data and parcel traffic can either be entered individually by users or the total for the whole office can be entered onto one stock unit. To prevent errors, i.e. duplication of entries, it is recommended that one person/stock be assigned to enter the figures for the whole office.

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5. Produce Stock Unit Balance Snapshot and carefully check figures

- From the desktop menu select:
  - Stock Balancing (F4)
  - Bal Snapshot (F5)
  - Print (F4)
- Check the Balance Snapshot carefully, ensuring that the system held stock figures match your actual stock holdings. Use the adjust stock facility to rectify any discrepancies, see step 8. Adjust Stock on page 66
- Reconcile all receipt and payment transaction totals for which no report is available with the supporting vouchers / documentation
- Discrepancies with receipt and payment transactions should be rectified before proceeding further by entering missing transactions or by reversing transactions entered incorrectly (i.e. overstated or duplicated transactions)

6. Declare Non-value stock

- From the desktop menu select:
  - Stock Balancing (F4)
  - Declare Non-value stock (F11)
  - Print (F4)
- Enter on the system the total holdings of non-value stock items (note that non-value stock declarations are carried forward from the previous CAP allowing them to be edited if required).
- Offices with shared stock units will need to undertake more than one declaration if more than one user has non-value stock to declare. In such cases, ensure that separate declaration ID numbers are used for each for each portion of non-value stock.

7. Declare Stamps

- From the desktop menu select:
  - Stock Balancing (F4)
  - Declare Stamps (F2)
  - Print (F4)
- Enter on the system the totals of each denomination of stamp (excluding 1st and 2nd class) held in your stock
- Offices with shared stock units may be required to undertake more than one declaration if more than one user has stamps to declare. In such cases, ensure that separate declaration ID numbers are used for each portion of stock

8. Adjust Stock

- From the desktop menu select:
  - Stock Balancing (F4)
  - Adjust Stock (F4)
- Check actual stock on hand agrees with balance snapshot
- Any discrepancies should be re-checked before making an adjustment
- Check that the totals shown on the 'postage stamp' figure on the Balance Snapshot matches the total of stamps you have declared
- Any discrepancies should be re-checked before making an adjustment

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- If you adjust your stamp figure after a stamp declaration you will need to check your original declaration and confirm it is correct, i.e. select the confirm option

Please note:

Adjustment of stock is the recommended method of ensuring that system totals and actual stock holdings agree. However, an alternative method to stock adjustment is to make a stock declaration. This entails declaring your stock holdings as opposed to adjusting the system held totals. If you have used the method of stock declaration and you subsequently need to make an amendment to the stock you must re-declare the stock on the system.

9. Declare Cash

- From the desktop menu select:
  - Stock Balancing (F4)
  - Declare Cash (F1)
  - Print (F4)
- Enter your total cash holdings by denomination. Offices with shared stock units may be required to undertake more than one declaration (i.e. where more than one user has cash to declare). In such cases, ensure that separate declaration ID numbers are used for each portion of cash

10. View Discrepancies

- From the desktop menu select:
  - Stock Balancing (F4)
  - Discrepancies (F8)
- The system may display a list of cash and stock discrepancies

11. Ensure Shared Stock Users are Logged Off

- Before producing a Trial Balance Report, ensure that only one user is logged on to the stock unit (i.e. the user who is producing the trial balance report)

12. Produce Trial Balance Report

- From the desktop menu select:
  - Stock Balancing (F4)
  - Balance Report (F6)
  - Print (F4)
- Once the trial balance has been produced, check that all totals are correct.
- If totals are correct proceed to rollover (step 13. Roll Stock Units over into the next Cash Account Period or Balance Period on page 67)
- If there are still discrepancies, touch the exit (F16) icon (do **not** rollover) and adjust stock/redeclare or enter missing receipts/payments transactions or reverse incorrect transactions as required.
- Once you have investigated the discrepancies and/or made re-declarations you will need to repeat the Produce balance report process

13. Roll Stock Units over into the next Cash Account Period or Balance Period

- After the balance report has been produced and you are satisfied that all totals are correct, select:
  - Rollover (F12)
  - Select CAP or BP (Balance Period)

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By selecting the rollover option the stock unit final balance will automatically be produced

- **If your office performs out of hours transactions, for example if you are an on-line lottery office, you should see the Out Of Hours (OOH) procedures in Section 4**
- **You will also need to ensure that inactive stock units (i.e. stock units where no transactions have taken place during that Cash Account week) are also rolled over. To rollover an inactive stock unit use the following icon sequence:**
- From the desktop menu select:
  - Office Balancing (F8)
  - Inact SU roll (F9)

Please note:

This activity can only be performed by users with manager level access.

There are many reasons why an inactive stock unit fails to roll over. For more information see Horizon System User Guide; Balancing; General stock unit activities; Rolling over an inactive stock unit.

14. Print Office Snapshot Report

Please note:

This report is optional for single stock offices.

- Print an Office Snapshot Report
- From the desktop menu select:
  - Office Balancing (F8)
  - Office Snapshot (F1)
  - Print (F4)
- Check receipts and payments totals against manual records in multi stock offices.

15. Print all mandatory Office Weekly Reports – see Section 2

16. Complete all other outstanding manual Summaries; i.e summaries that are required but are not produced by the system

17. Confirm Non-value Stock Declaration

- From the desktop menu select:
  - Office Balancing (F8)
  - Confirm Non-Val (F2)
- Confirmation of non-value stock needs only to be undertaken by one user as performing the activity confirms the non-value stock totals for the whole office. The user undertaking this must have manager level access.
- A printed report of the non-value stock holdings should be produced and the figures checked against the actual stock holdings. Any discrepancies should be rectified by editing the appropriate incorrect declaration after completion of the Cash Account.
- For SAP ADS to receive the amended figures any alterations to a non-value stock declaration must take place on the same day as the Cash Account

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18. Balance and Rollover OOH Stock unit

For information about balancing and rolling over a stock unit see Horizon System User Guide; Balancing; Balancing an individual stock unit; Balancing a stock unit (for individual stock units) or Horizon System User Guide; Balancing; Balancing a shared stock unit; Balancing a stock unit (for shared stock units).

19. Produce Trial Cash Account Report

- Print a Trial Cash Account Report
- From the desktop menu select:
  - Office Balancing (F8)
  - Cash Account Report (F6)
  - Print (F4) / Preview (F8)
- The trial cash account is the last opportunity for checks to be made before producing the cash account. Retention of this report is optional.

20. Errors found after Stock Unit(s) Rollover

- If an error is found prior to Cash Account rollover, but after all stocks have been balanced and rolled over, a new stock unit will need to be created to rectify the error. Note that the stock unit must be created before the final Cash Account is produced (see correction section of this guide)

21. Produce Final Cash Account

- Rollover (F12)
- By selecting the rollover option 2 copies of the Final cash account will be automatically produced

22. Check Office rollover into next CAP

- From the desktop menu select:
  - Office Balancing (F8)
  - Office CAP (F10)
- If you have rolled over correctly the new CAP will be displayed

23. Despatch Cash Account and Summaries

- Sign and datestamp both copies of the Cash Account
- Send one copy to Chesterfield in the brown one-trip pouch
- Retain the 2nd copy in the office for 6 years

24. Extending the Cash Account Period (CAP)

This procedure can only be performed once authority has been obtained from your RNM via Network Business Support Centre on 0845 6011022.

The procedure to extend the CAP must be carried out during the Cash Account Period preceding the one you want to extend and before you have balanced any stock units.

Please note:

If permission has been given not to perform a Cash Account for week 03 and 04 and to produce a three week Cash account in week 05, the procedure to extend the Cash account must be selected during week 02 before any stock unit balances and rolls into CAP 03. Once the Cash account has been produced in week 05 the system will reset back to normal.

- **To extend the Cash Account period use the following icon sequence**

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- From the desktop menu select:
  - Office Balancing (F8)
  - Extended CAP (F11) (By selecting this icon you will now be able to choose to extend the cash account by 2 or 3 weeks)
  - The Extended CAP icon must be selected before starting to balance

Please remember:

Do not make manual amendments to the cash account as Chesterfield receive an electronic version.

Other End of Week Activities

1. Print OBCS Stoplist

- This report must be produced at the close of business on a Wednesday
- Print an OBCS stoplist for each counter position
- From the desktop menu select:
  - Reports (F2)
  - OBCS Stops (F10) in case of system failure
  - Print (F4)

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Suspense Account

Overview

Suspense Account is the section of the Cash Account previously known as Unclaimed Payments (Table 2), Authorised Cash Shortages (Table 2A) and Uncharged Receipts (Table 3) (see below). This section clarifies the reasons for using the Suspense Account and how to move items into and redeem items from Suspense. All of the icons which move products to, and redeem from the Suspense Account, can be found by the following selection process.

- From the desktop menu select:
  - Transactions (F1)
  - House Keeping (F13)
  - The relevant icon

Please remember: The products work 'as matching pairs' – whichever product you select to move an item to the Suspense Account has a partner which you must use to redeem that item from the same place.

For example: Within 'Losses tbl 2A' one of the products available is 'Loss A to Table 2A'. Its partner within the 'Loss rdmd' option is 'Loss A redeemed'.

If you do not use the icons in pairs it will create errors in your Cash Account.

For example: Potential errors following an incorrect Suspense Account transaction could result in negative stock or inflated values.

Therefore extreme care should be taken when moving and redeeming items which have more than one line on the Cash Account (i.e. Losses, Gains and RD Cheques).

Only the following items can be held in the Suspense Account:

Uncharged Receipts

- Gains
- Rem shortages*
- Migration†
- Pre-purchase‡

*see Horizon System User Guide; Transactions - Other - Part one; Transfers & remittances; Dealing with a remittance discrepancy.

†The Migration option can be used by the Horizon Field Support Officer (HFSO) at the time Horizon is installed in your office, where products are not currently available on your system. If it is used, the HFSO will explain how to deal with any items contained within this section of the Suspense Account and will leave a manual form (TP1).
The item(s) will need to be removed from the Suspense Account when the missing product becomes available. Failure to remove these items from the Suspense Account could result in inaccurate calculation of remuneration, and settlements not being made to clients.

‡see Horizon System User Guide; Transactions - Serve Customer - Part three; Miscellaneous; Pre-purchase transactions.

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Unclaimed Payments

- Rem shortages*
- Migration†
- Vouchers‡
- POCL cheques‡
- RD cheques‡
- Authorised Cash Shortages (TBL 2A)

*see Horizon System User Guide; Transactions - Other - Part one; Transfers & remittances; Dealing with a remittance discrepancy.

†The Migration option can be used by the Horizon Field Support Officer (HFSO) at the time Horizon is installed in your office, where products are not currently available on your system. If it is used, the HFSO will explain how to deal with any items contained within this section of the Suspense Account and will leave a manual form (TP1).

The item(s) will need to be removed from the Suspense Account when the missing product becomes available. Failure to remove these items from the Suspense Account could result in inaccurate calculation of remuneration, and settlements not being made to clients.

‡The system will not allow you to balance if you are holding these items as value stock or methods of payment (MOP). Therefore, you must move these items to the Suspense Account before the Stock Unit is balanced and rolled into the next CAP. The items must then be removed from the Suspense Account the following day. For further information, see Horizon System User Guide; Transactions - Other - Part two; Miscellaneous; RD cheques, Vouchers and POCL cheques.

If you have any other products which you think should be moved to the Suspense Account, and you need authorisation, you must contact the NBSC (0845 6011022) for the correct advice.

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Dealing with losses – offices authorised to hold losses

Please note: This section is intended for branch offices and other offices that have received authority from their Retail Network Manager to hold a loss. All other offices must refer to the procedure described in Section 3: Dealing with losses – other offices.

Any losses incurred within stock units that are not being 'made good' should be moved to the Suspense Account (Unclaimed Payments) **after** the production of the final balance and CAP (not BP) rollover. This **must** be done using the stock unit in which the loss occurred.

It is important that these instructions are followed carefully as offices that previously operated ECCO would not have needed to post a loss to the Suspense Account prior to Horizon being implemented. Failure to post a loss to suspense will mean that the loss will remain with the stock unit.

Move any loss incurred to the Suspense Account directly after completing Stock Unit Balance and CAP Rollover

- From the desktop menu select:
  - Transactions (F1)
  - Housekeeping (F13)
  - Losses tbl 2a (F14)

The system will display a picklist of loss products:

- Scroll down to the appropriate product and select 'Select' (F1)
- Enter the amount of the loss
- Select the ✓ option
- Select the 'Finish' option
- Print a receipt (by pressing the RECPT key) and attach this to the stock unit balance report

Please note: The following activities are **optional** but will ensure the stock unit will commence the new CAP with a net discrepancy of zero. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declarations either that same evening or the following day - before any other activities are performed on the stock unit)

Complete a cash and stamp declaration using the EXACT figures declared for the stock unit balance

Please remember: When making cash and stamp declarations you must ensure that the figures are entered against the appropriate denominations (e.g. declare 1p stamps against 1p, 2p stamps against 2p etc) as declarations are transmitted to SAP ADS to be used for cash and stock replenishment purposes.

To make a Stamp Declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Stamp (F2)
  - Providing figures have been declared correctly there will be no discrepancy

To make a Cash Declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Cash (F1)

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Individual stock units: Provided cash has been declared correctly, the system will display a compensatory gain discrepancy for the same amount as the loss incurred as part of the balance.

Shared stock units: To check that you have declared your cash correctly you will need to view the discrepancy.

To view discrepancies

- From the Desktop menu select:
  - Stock Balancing (F4)
  - Discrepancies (F8)
  - Provided cash has been declared correctly, the system will display a compensatory gain discrepancy for the same amount as the loss incurred as part of the balance.

By following this procedure all stock units will start the new CAP with a net discrepancy of zero. Should any discrepancies be shown later in the week, they will be as a result of work carried out during the current CAP.

E.g. Week One	Week Two
• Stock Unit incurs loss of £10 • Loss total will show £10 • Gain total will show nil • Net discrepancy = £10 short After CAP rollover office/stock holder enters the £10 loss into Suspense Account via the appropriate loss product, for example, 'Loss A to Table 2A' and declares cash and stamps.	• Loss total will show £10 • Gain total will show £10 • Net discrepancy = nil Should the net discrepancy be any other amount, this will be the stock unit discrepancy for this particular CAP.

Any losses held in the Suspense Account must be redeemed in line with POCL business rules. For further information:

- Branch Offices refer to the Horizon System User Guide; Transactions - Other - Part two; Losses, gains & error notices; Dealing with a branch office loss or gain.
- Other offices refer to the Horizon System User Guide; Transactions - Other - Part two; Losses, gains & error notices; Dealing with losses or gains in offices other than branch offices.

Agency offices

Some agency offices have an agreement with Post Office Counters Ltd to hold all losses and gains in the Suspense Account for a specified period. In these instances, amounts can be held in the Suspense Account and adjusted in accordance with the agreement.

The net discrepancy must be adjusted within the timescales laid down in the terms of the agreement. Failure to do so may render the company in breach of its contract.

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Dealing with gains – offices authorised to hold gains

Please note: This section is intended for branch offices and other offices that have received authority from their Retail Network manager to hold a gain. All other offices must refer to the procedure described in Section 3: Dealing with gains – other offices.

Any gains incurred within stock units that are not being 'made good' need to be moved to the Suspense Account (Uncharged Receipts) **after** the production of the final stock unit balance and CAP (not BP) rollover. This will need to be done using the stock unit in which the gain occurred.

It is important that these instructions are followed carefully as offices that previously operated ECCO would not have needed to post a gain to the Suspense Account prior to Horizon being implemented. Failure to post a gain to suspense will mean that the gain will remain with the stock unit.

Move any gain incurred to the Suspense Account directly after completing Stock unit Balance and CAP Rollover

- From the desktop menu select:
  - Transactions (F1)
  - Housekeeping (F13)
  - Gains UR in (F13)

The system will display a picklist of gain products:

- Scroll down to the appropriate product and select 'Select' (F1)
- Enter the amount of the gain
- Select the ✓ option
- Select the 'Finish' option
- Print a receipt (by pressing the RECPT key) and attach this to the stock unit balance report

Please note: The following activities are **optional** but will ensure the stock unit will commence the new CAP with a net discrepancy of zero. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declarations either that same evening or the following day – before any other activities are performed on the stock unit)

Complete a cash and stamp declaration using the EXACT figures declared for the stock unit balance

Please remember: When making cash and stamp declarations you must ensure that the figures are entered against the appropriate denominations (e.g. declare 1p stamps against 1p, 2p stamps against 2p etc) as declarations are transmitted to SAP ADS to be used for cash and stock replenishment purposes.

To make a stamp declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Stamps (F2)
  - providing figures have been declared correctly, there will be no discrepancy

To make a cash declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Cash (F1)

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Individual stock units: Provided cash has been declared correctly, the system will display a compensatory loss discrepancy for the same amount as the gain incurred as part of the balance.

Shared stock units: To check that you have declared your cash correctly you will need to view the discrepancy.

To view discrepancies

From the Desktop menu select:

- Stock Balancing (F4)
- Discrepancies (F8)
- Provided cash has been declared correctly, the system will display a compensatory loss discrepancy for the same amount as the gain incurred as part of the balance.

By following this procedure all stocks will start the new CAP with no discrepancies. Should any discrepancies be shown later in the week they will be as a result of work carried out during the current CAP.

E.g. Week One	Week Two
• Stock Unit incurs gain of £10 • Loss total will show nil • Gain total will show £10 • Net discrepancy = £10 (over) After CAP rollover office/stockholder enters £10 excess into Suspense Account via the appropriate gain product, for example, 'Gain A to UR', and declares cash and stamps.	• Loss total will show £10 • Gain total will show £10 • Discrepancy = nil Should the net discrepancy be any amount other than nil this will be the stock unit discrepancy for this particular CAP.

Any gains held in the Suspense Account must be redeemed in line with current POCL business rules. For information on redeeming gains from the Suspense Account:

- Branch offices, refer to Horizon System User Guide; Transactions - Other - Part two; Losses, gains & error notices; Dealing with a branch office loss or gain.
- Other offices, refer to Horizon System User Guide; Transactions - Other - Part two; Losses, gains & error notices; Dealing with losses or gains in offices other than branch offices.

Agency offices

Some agency offices have an agreement with Post Office Counters Ltd to hold all losses and gains in the Suspense Account for a specified period. In these instances, amounts can be held in the Suspense Account and adjusted in accordance with the agreement.

The net discrepancy must be adjusted within the timescales laid down in the terms of the agreement. Failure to do so may render the company in breach of it's contract.

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Dealing with losses – other offices

Please note: This procedure must be used by offices other than branch offices when a loss is incurred that needs to be made good. For dealing with a loss in branch offices and losses in other offices which your Retail network manager has agreed can be held within the Suspense Account, refer to the procedure described in see Section 3: Dealing with losses – offices authorised to hold losses.

In other offices, there is a distinction between losses which an office has authority to hold within the Suspense Account and those which need to be made good.

If a loss is discovered on balancing a stock unit, it should be made good directly after rollover to the next CAP. If the loss is the result of a known error, for which an error notice will be issued, the amount can be moved to the Suspense Account and authority to hold the amount sought from the retail network manager (via the Network Business Support Centre on 0845 601 1022 who will provide you with a call reference to associate with the loss). In addition to this, if the loss is of such a value that making it good would result in financial hardship, the amount may be moved to the Suspense Account and permission sought from your retail network manager, to hold the loss pending a compensating error coming to light.

Making Good Losses

If you have not obtained authority to hold a loss within the Suspense Account, you will need to make good the discrepancy after the final stock unit has rolled to the next CAP.

Make good the loss

- This involves placing the cash for the amount of the loss in your till

Please note: The following activities are **optional** but will ensure the stock unit will commence the new CAP with a net discrepancy of zero. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declaration either that same evening or the following day before any other activities are performed on the stock unit)

Complete a stamp declaration using the EXACT figures declared for the stock unit balance

Please remember: When making cash and stamp declarations you must ensure that the figures are entered against the appropriate denominations (e.g. declare 1p stamps against 1p, 2p stamps against 2p etc) as declarations are transmitted to SAP ADS to be used for cash and stock replenishment purposes.

To make a stamp declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Stamps (F2)
  - Providing figures have been declared correctly there will be no discrepancy

Complete a cash declaration entering your actual cash holdings including the cash placed in the till to make good the loss

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Cash (F1)

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Individual stock units: Provided cash has been declared correctly, the system will display a compensatory gain discrepancy for the same amount as the loss incurred as part of the balance.

Shared stock units: To check that you have declared your cash correctly you will need to view the discrepancy.

To view discrepancies

- From the Desktop menu select:
  - Stock Balancing (F4)
  - Discrepancies (F8)
  - Provided cash has been declared correctly, the system will display a compensatory gain discrepancy for the same amount as the loss incurred as part of the balance.

By following this procedure all stock units will start the new CAP with a net discrepancy of zero. Should any discrepancies be shown later in the week, they will be as a result of work carried out during the current CAP.

E.g. Week One	Week Two
• Stock Unit incurs loss of £10 • Loss total will show £10 • Gain total will show nil • Net discrepancy = £10 short After CAP rollover office/stock holder makes good the £10 loss and re-declares cash and stamps.	• Loss total will show £10 • Gain total will show £10 • Net discrepancy = nil Should the net discrepancy be any amount other than nil this will be the stock unit discrepancy for this particular CAP.

Obtaining authority to hold a loss in suspense

If a loss is moved to the Suspense Account, the retail network manager must be contacted (via Network Buisness Support Centre on 0845 601 1022) the day after the balance has taken place to seek permission to hold the amount. Your retail network manager will provide you with written authority to hold the loss, which will also have an end date. If a compensating error has not been revealed by the end of the authority period, the amount must be removed from the Suspense Account and the loss made good.

If the retail network manager refuses authority to hold the amount, it should be removed from the Suspense Account and made good **before** the end of the next balance period.

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Dealing with gains – other offices

Please note: This procedure must be used by offices other than branch offices when a gain is incurred and is adjusted by removing money from the till (after balance). For dealing with gains in branch offices and gains in other offices which your Retail network manager has agreed can be held within the Suspense Account, refer to the procedure described in see Section 3: Dealing with gains – offices authorised to hold gains.

Any gains incurred in a stock unit can be dealt with either by moving the gain to the Suspense Account or removing money from the till.

If a large counter gain is discovered on balancing a stock unit, the amount should be moved to the Suspense Account directly after rollover to the next CAP. If a gain is moved to the Suspense Account, your retail network manager must be contacted the day after the balance has taken place to seek permission to hold the amount. Your retail network manager will provide you with written authority to hold the gain, which will also have an end date. If a compensating error is not revealed at the end of the authority period, the gain may be withdrawn from post office funds and the amount removed from the Suspense Account. If an error comes to light after the money has been withdrawn it **must** be made good with immediate effect.

Removing money from the till

If you have not obtained authority to hold a gain within the Suspense Account, you will need to correct the discrepancy after the stock unit has been balanced and rolled over to the next CAP.

Move any gain incurred directly after completing Stock Unit Balance and CAP Rollover

- Remove the cash for the amount of gain from your till

Please note: The following activities are **optional** but will ensure the stock unit will commence the new CAP with a net discrepancy of zero. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declarations either that same evening or the following day before any other activities are performed on the stock unit)

Complete a stamp declaration usign the exact figures declared for the stock unit balance

Please remember: When making cash and stamp declarations you must ensure that the figures are entered against the appropriate denominations (e.g. declare 1p stamps against 1p, 2p stamps against 2p etc) as declarations are transmitted to SAP ADS to be used for cash and stock replenishment purposes.

To make a stamp declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Stamps (F2)
  - Providing figures have been declared correctly there will be no discrepancy

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After removing the gain from the till complete a cash declaration entering your new cash holdings.

To make a cash declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Cash (F1)

Individual stock units: Provided cash has been declared correctly, the system will display a compensatory loss discrepancy for the same amount as the gain incurred as part of the balance.

Shared stock units: To check that you have declared your cash correctly you will need to view the discrepancy.

To view discrepancies

From the Desktop menu select:

- Stock Balancing (F4)
- Discrepancies (F8)
- Provided cash has been declared correctly, the system will display a compensatory loss discrepancy for the same amount as the gain incurred as part of the balance.

By following this procedure all stock units will start the new CAP with a net discrepancy of zero. Should any discrepancies be shown later in the week they will be as a result of work carried out during the current CAP.

E.g. Week One	Week Two
• Stock Unit incurs gain of £10 • Loss total will show nil • Gain total will show £10 • Net discrepancy = £10 (over) After CAP rollover office/stock holder removes the excess £10 and re-declares cash and stamps.	• Loss total will show £10 • Gain total will show £10 • Discrepancy = nil Should the net discrepancy be any amount other than nil this will be the stock unit discrepancy for this particular CAP.

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Section 4: Correcting errors on Horizon and Out Of Hours Procedures

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Section 4: Correcting errors on Horizon and Out Of Hours procedures

Errors found when checking reports before 'cut-off'

Reports produced from the Horizon system must be checked against the actual supporting dockets on hand or the supporting information before the cut-off is selected.

If an error is discovered it must be corrected. The report reproduced from the Horizon system should not be 'cut-off' until the dockets/supporting information agrees with the report.

This type of error is corrected by using either:

- The reversal facility (where the original transaction has been entered incorrectly)
- By entering a new transaction (where the original transaction has not been entered at all)
- Combination of the two (reversing the original transaction and then entering the transaction correctly). See Examples 1 to 3 below.

Please note:

If an Alliance and Leicester Girobank transaction has been reversed before the Alliance and Leicester Girobank report is produced both the reversal and the original transaction will not be shown on the report.

Horizon report	Supporting dockets	Possible cause	Solution	Horizon report after correction
Example 1 12.00 43.79 55.79	**A** 12.00 **B** 43.79 **C** 36.90	Docket C has not been entered on the system	Do not select cut-off. Enter Docket C on the system. Re-print the report. Select cut-off.	12.00 43.79 36.90 92.69
Example 2 12.00 43.79 36.90 24.00 116.69	**A** 12.00 **B** 43.79 **C** 36.90	Entry on report for 24.00 with no supporting docket.	Do not select cut-off. Complete a reversal for the incorrect entry. Re-print the report. Select cut-off.	12.00 43.79 36.90 -24.00 -24.00 92.69
Example 3 12.00 43.79 39.60 95.39	**A** 12.00 **B** 43.79 **C** 36.90	Docket C entered as 39.60 instead of 36.90.	Do not select cut-off. Complete a 'Reversal' for the entry for 39.60. Enter Docket C for the correct amount (36.90). Re-print the report. Select cut-off.	12.00 43.79 39.60 -39.60 36.90 92.69

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Errors found when checking reports after 'cut-off'

If the 'cut-off' button has been selected prior to checking the report against the actual dockets / supporting information and an error is found, the correction can still be made using the reversal facility. Once the correction has been made, a further report must be produced from the Horizon sytem with the 'cut-off' facility selected again, this report can then be discarded. The first report must be manually altered so that the correct entries for volume and value are shown. Any manual alterations must be initialled (see Example 4 below).

Horizon report	Supporting dockets	Possible cause	Solution	Horizon report after correction
Example 4 12.00 43.79 39.60 95.39	**A** 12.00 **B** 43.79 **C** 36.90	Docket C entered as 39.60 instead of 36.90. Report has been 'cut-off' prior to clerk completing checks.	Complete an 'Existing Reversal' for the entry for 39.60. Enter Docket C for the correct amount (36.90). Print the report this time selecting 'cut-off'. • This report can be discarded • Manually annotate the original report with the correct total and initial the alteration.	36.90 12.00 43.79 ~~39.60~~ ~~95.39~~ 92.69 *initial*

If an Alliance and Leicester Girobank report is found to be incorrect after cut-off:

Step 1. Reverse the incorrect transaction(s). For information on reversing transactions see the Horizon System User Guide; Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

Step 2. If the transaction was entered for a wrong amount re-enter it correctly

Step 3. Produce and cut-off an Alliance and Leicester Girobank report. This should ideally be done before any further Girobank transactions are carried out so that the only transactions accounted for in the report are the reversed transactions and any re-entered transactions that were required.

If the incorrect report has already left your office before any required corrections have been made:

- amend the office copy of the report (the top copy of which has been despatched) to reflect the correct totals. Associate the report produced in step 3 with the amended office copy

Please note:

Even if the original report sent to Girobank was incorrect making the correction in steps 1 and 2 will prevent your office getting an error notice.

If the incorrect report has not left your office:

- Produce a manual Girobank summary (G6301/G6302)

Please note:

In this instance the manual summary will replace the system produced summary.

- Despatch the manual summary with the associated dockets as described in section 1
- Associate the report produced in step 3 with the manual undercopy.

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Dealing with transaction reversals

If a transaction has been entered and the customer session completed, and you subsequently find you have made an error, you can correct the error by 'reversing' the transaction.

Depending on the transaction, you can reverse it in one of four ways:

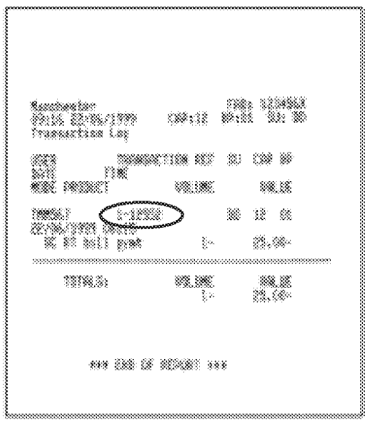
- as an existing reversal
- a new reversal
- a transfer reversal
- an automated payment reversal.

Existing Reversal

An existing reversal can only be performed on the stock unit that carried out the original transaction, and only within the same Cash Account Period.

All transactions have a session number – this can be obtained from the transaction log.

- From the desktop menu select:
  - Reports (F2)
  - Transaction log (F3)



Transaction reversals can only be done whilst the voucher(s) are still in the office (e.g. Girobank deposit error spotted before voucher(s) have been despatched).

For information on how to complete an existing reversal on the Horizon system, see Horizon System User Guide; Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions. For specific information on Redeemed savings stamps reversals – see below.

Redeemed Savings Stamp Reversal

You can only reverse redeemed savings stamps if you also reverse the associated product for which they were accepted. For example, if you have redeemed BT Savings Stamps to reverse, you must also reverse the associated BT Bill payment.

To do this you will need the session numbers for the transaction. If you do not know these you will need to examine the transaction log.

For information on producing the transaction log, see Horizon System User Guide; Reports; Administration reports; Producing a transaction log report.

Once you have identified the correct session numbers, proceed as follows:

- Select the existing reversal option
- Enter the session number of the BT bill payment to be reversed
- The BT Bill transaction will appear on the stack
- Enter the session number of the BT savings stamp payment to be reversed
- The BT savings stamp payment will appear on the stack
- To complete the reversal select the Finish option
- Once the transaction is completed a receipt is automatically printed with the reversal details
- The BT bill payment and correct method of payment must now be entered onto the Horizon system

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New Reversal

A new reversal should be carried out only for any EPOSS transaction where the customer session number is not easily identifiable. For example, when you have identified that an EPOSS transaction has been entered incorrectly on the system and are unable to identify the specific transaction from the transaction log.

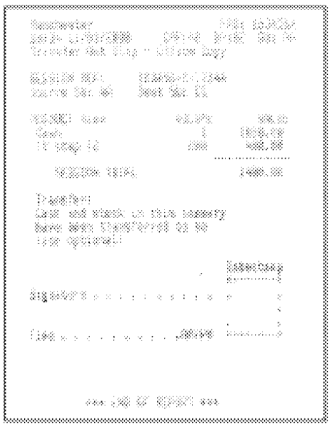
For information on how to complete a new reversal on the Horizon system, see Horizon System User Guide; Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

All transactions which report to the receipt and payments tables of the Cash Account can be corrected using the new reversal method with the following exceptions:

- Automated payments - see **Automated Payment Reversal**
- BT bill reversal - see **Existing Reversal**
- Alliance and Leicester Girobank Deposits or Withdrawals - see **Existing Reversal**
- Remittances in or out - see **Existing Reversal**
- Transfers - see **Transfer Reversal**

Transfer Reversal

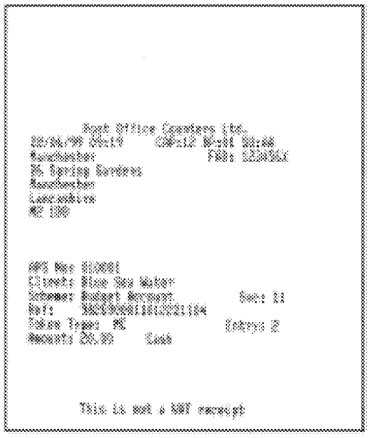
A transfer reversal can only be carried out on the stock unit which has transferred the stock out if the receiving stock unit has not yet transferred in the stock. This is performed by the use of a session number, which is obtained from the transfer receipt. The transfer receipt is printed automatically when the transfer is completed.



For information on how to complete a transfer reversal on the Horizon system, see Horizon System User Guide; Transactions - Other - Part one; Transfers & remittances; Transferring cash and stock.

Automated Payment Reversal

An Automated Payment Reversal can only be carried out on the stock unit which performed the original transaction, and you must have the customer's original receipt.



The stock unit must still be in the same Balance and Cash Account Period, and the end of day marker (poll) must not have been automatically activated. The marker (poll) is usually activated about 30 minutes after closing time.

If the end of the day marker has already taken place, the system will not allow you to complete a reversal, and no further action can be taken.

For further information relating to the rules and instruction on completing an automated payment reversal, see Horizon System User Guide; Transactions - Serve Customer - Part one; Automated Payments; Reversing an Automated Payment.

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Correcting errors found after stock units have balanced and rolled over

This section tells you what action to take if you discover an error (prior to the production of the final Cash Account) in a stock unit that has already been balanced and rolled over into the next CAP.

To correct the error you must create another stock unit, called ZZZ, on which you make the correction. This ensures that the stock unit can be easily distinguished from any other stock unit in the office.

If you have found errors in more than one stock unit, you can use stock unit ZZZ to rectify all errors. Create ZZZ as an individual stock unit.

Once created, stock unit ZZZ can be used each week to make any necessary corrections. If it is not used, it can be rolled over using the inactive stock unit rollover procedure (see Horizon System User Guide; Balancing; General stock unit activities).

If any errors are found after ZZZ has been rolled over another stock unit should be created in addition to ZZZ. Additional stock units created should be deleted as soon as you are allowed.

Please remember:

Stock unit ZZZ **must not** be balanced until you have checked the office balance snapshot and are sure that no corrections are required.

For information on how to create and attach yourself to a stock unit see Horizon System User Guide; Office Administration; Stock unit administration.

For information on producing an Office Snapshot Report, see Print Office Snapshot Report on page 68.

See the examples below for details on what action to take when you discover an error has been made in a stock unit after it has balanced and rolled over.

Example 1 – Rod Licence not recorded on the system

Stock unit AA balanced and rolled over to CAP 20 showing a gain discrepancy of £18 in CAP 19.

Whilst checking the Rod Licence weekly sales summary form P4678 against the office snapshot you discover that stock unit AA has understated their rod licences by one transaction amounting to £18.

- To correct the error create stock unit ZZZ and attach yourself to it
- Enter a Rod Licence transaction for £18 and settle for cash
- Declare stamps and cash as nil
- Complete a balance on stock unit ZZZ – showing a loss discrepancy of £18 - and roll over the stock unit to CAP 20

The loss (£18) in stock unit ZZZ compensates for the gain (£18) in stock unit AA

- Complete the office cash account and roll over to CAP20
- In CAP 20 'transfer out' £18 cash to stock unit AA (do not physically hand over any money)
- In CAP 20 attach yourself to SU AA. Complete the 'transfer in' of £18 cash (do not physically hand over any money)
- Re-attach yourself to stock unit ZZZ and declare stamps and cash as nil
- Complete a trial balance on stock unit ZZZ
- Stock unit ZZZ will show a loss discrepancy of £18 and a gain discrepancy of £18, giving a net discrepancy of zero
- When the stock unit balance is completed for stock unit AA it will show a loss discrepancy of £18 and a gain discrepancy of £18, giving a net discrepancy of zero. (The net discrepancy of zero is carried forward to CAP 21).

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Example 2 - Extra Rod Licence transaction recorded on the system

Stock unit AA balanced and rolled over to CAP 20 showing a loss discrepancy of £18 in CAP 19.

Whilst checking the Rod Licence weekly sales summary form P4678 against the office snapshot you discover that stock unit AA has overstated their rod licences by one transaction amounting to £18.

To correct the error create / attach yourself to stock unit ZZZ

- Reverse a Rod Licence transaction for £18 and settle for cash
- Declare stamps and cash as nil
- Complete a trial balance on stock unit ZZZ - showing a gain discrepancy of £18 - and roll over the stock unit to CAP 20
- The gain (£18) in stock unit ZZZ compensates for the loss (£18) in stock unit AA
- Complete the office cash account and roll over to CAP20
- In CAP 20 - attach yourself to stock unit AA and 'transfer out' £18 cash to stock unit ZZZ (do not physically hand over any money)
- In CAP 20 attach yourself to stock unit ZZZ and complete the 'transfer in' of £18 cash from stock unit AA (do not physically hand over any money)
- Complete a trial balance on stock unit ZZZ declaring stamps and cash as nil
- Stock unit ZZZ will show a loss discrepancy of £18 and a gain discrepancy of £18, giving you a net discrepancy of zero
- When the stock unit balance is completed for stock unit AA it will show a loss discrepancy of £18 and a gain discrepancy of £18, giving you a net discrepancy of zero
- The net discrepancy of zero is carried forward to CAP 21

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'Out of Hours' procedures

'Out of Hours' transactions

'Out of Hours' refers to post office transactions which occur outside of the agreed post office opening hours, such as before the post office opens, during the lunchtime period or after the post office closes for the day.

The procedure for dealing with transactions on the Horizon system which are performed 'Out of Hours' will depend on whether you have obtained permission to access the post office area outside the agreed post office hours. If you are unsure check with your RNM.

A separate stock unit should be created to deal with all 'Out of Hours' transactions. For ease of use and to assist in balancing and cash account preparation, Lottery transactions should be performed using the 'Out of Hours' stock unit, including those transactions which occur during normal post office hours of business. This may or may not include Scratchcards, depending on local practices.

- Create the stock unit following the normal procedure, using the stock ID called 'OOH' ('Out of Hours') (see Horizon System User Guide; Office Administration; Stock unit administration; Creating a stock unit).

Please note:

Once an 'Out of Hours' period is complete and you need to use another stock unit (for example on the following morning) you must remember to attach yourself to the other stock unit, see Horizon System User Guide; Office Administration; Stock unit administration; Attaching users to a stock unit

National Lottery transactions, including 'Out of Hours' Lottery transactions

For ease of use and to assist in balancing and cash account preparation, all Lottery transactions should be performed using the 'Out of Hours' stock unit (OOH), including those transactions which occur during normal post office hours of business.

Dealing with lottery transactions accepted on days other than the day of the office balance

Step 1. Perform Lottery transactions, including any 'Out of Hours' Lottery transactions on the Lottery on-line terminal

Step 2. At the end of the day print the following summaries from the on-line terminal:

- On-line summary
- Instants summary
- Dome tickets summary
- Thunderball summary

Step 3. Using the National Lottery prize payments summary calculate the total of prize payments made by cheque for the day

- Print the Instants summary from the General Validation Terminal (GVT)
- Calculate the value of Instants sales for the day (a separate total of £1 and £2 scratch cards is required)

The total value of Instants sales = the total value of activated Scratch Cards on hand at the start of day, plus any activated during the day, less activated cards on hand at the end of the day

Step 4. Using the OOH stock unit, enter the total value of the on-line sales transactions, Thunderball transactions and Dome ticket transactions under the 'Nat Lot Game' option

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- From the desktop menu select:
  - Transactions (F1)
  - Serve customer (F1)
  - Other products (F13)
  - Leisure (F6)
  - Nat Lot Game (F5) (note - each total can be entered separately)

Step 5. Enter the total value of prize payments made by cheque onto the Horizon system, using the OOH stock unit

- From the desktop menu select:
  - Serve customer (F1)
  - Other products (F13)
  - Leisure (F6)
  - National Lottery Cheque Prize (F6)
  - National lottery Cheque Bal (enter twice to make value = zero)

Step 6. Deduct the total of prize payments made by cheque from the grand total of prize payments shown on the 'on line summary' and the 'instants summary' report. This will provide the total of cash prizes paid during the day

- Enter the total of cash prize payments onto Horizon, using the OOH stock unit
- From the desktop menu select:
  - Transactions (F1)
  - Serve customers (F1)
  - Other products (F13)
  - Leisure (F6)
  - National Lottery cash prize (F4)

Step 7. Transfer cash to Counter Stock Unit

- From the desktop menu select:
  - Transactions (F1)
  - Transfers (F2)
  - Transfer out (F2)

On balance day the transfer should be undertaken after both the 'OOH' and recipient stocks have been rolled over to the next CAP.

For information on activating / de-activating Instants, see Section 1: Daily Reports; Transfers and Remittances.

Dealing with lottery transactions accepted on the day of the office balance

Stock unit "OOH" must not be balanced and rolled into the next Cash Account Period, until all Lottery transactions have been recorded on the Horizon system. This stock unit can be balanced on the morning after the balance (usually Thursday morning).

- On balance day: Balance all stock units except the 'OOH' and any correction stock units. Roll all stock units except the OOH stock unit into the next Cash Account Period, as normal. (see Horizon System User Guide; Balancing; General stock unit activities)

Once these stock units have been rolled into the next Cash Account Period, they will be available for use on the next working day, even if the Cash Account has not been produced.

- The 'OOH' stock unit must be kept in the current Cash Account Period (CAP) for the purpose of recording the out of hours transactions
- After the Lottery cut-off, follow the procedure for dealing with Lottery transactions at the end of the day ('Dealing with transactions accepted on days other than the day of the office balance')

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- When all other 'Out Of Hours' transactions have been entered into the 'OOH' stock unit, balance the OOH stock unit and roll into the next CAP, as normal (see 'Out of hours' transactions')
- Proceed with the Cash Account (see Horizon System User Guide; Balancing; General stock unit activities)

APS transactions

Any APS transactions conducted on the Horizon system must be included in the current Office Cash Account (CAP).

- For ease of use, for APS transactions conducted out of hours use the "OOH" stock unit on balance day
- Offices using APT imprinter for magnetic card transactions may enter the transactions on the Horizon System the following day after the office cash account has been completed

Smart Card transactions

These cannot be conducted without access to the Horizon system

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Section 1: Daily Reports

Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Personal Banking Deposits	N/A	BCV to processing centre	Retention optional	Manual summary P5085 12 months	8
Personal BankingEnchasments	N/A	BCV to processing centre	Retention optional	Manual summary P5086 12 months	10
Personal Banking Cheque Envelopes	N/A	BCV to processing centre	Retention optional	Manual summary P5085 12 months	11
Council Tax Schemes	Counter Daily	Local council	Retain 2 years in office	N/A	12
Rent Schemes	Counter Daily	Local council	Retain 2 years in office	N/A	14
Alliance & Leicester Girobank Deposits	Counter Daily	Summary G 4631 to Girobank	Retain 2 years in office	N/A	16
Alliance & Leicester Girobank Withdrawals	Counter Daily	Summary G 4632 to Girobank	Retain 2 years in office	N/A	16
Alliance & Leicester Girobank reports	Office Daily	N/A	Retention optional	To aid outlets	17
British Telecom	Counter Daily	BCV to processing centre	Retain 2 years in office	Office Daily Report can be produced to aid outlets	18
TV Licensing	Counter Daily	BCV to processing centre	Retain 2 years in office	Manual Summary P5065 2 years	20
UKPA	Counter Daily	P5035 (yellow copy) to passport office	Retain 2 years in office	Despatch Summary P5035 (white copy) at end of week to Chesterfield Retain undercopies of passport application receipts P4921 in office for 2 years.	22
Cheque Listing (all offices except N.Ireland)	Counter Daily	BCV to processing centre	Retain 2 years in office	Ensure cheques have been 'remitted out' to correct destination	25
Cheque Listing (N.Ireland offices only)	Counter Daily	P884MA Selected offices: send to Bank of Ireland Other offices: send to Distribution Centre	Retain 2 years in office	Ensure cheques have been 'remitted out' to correct destination	25
APS Transactions	Counter Daily	N/A	Retain 2 years in office	N/A	27
Daily Cash Declaration	Counter Daily	N/A	Retain 2 years in office	Can be used to complete end of week ONCH 1 form or P4105	28
National Savings Bank	Counter Daily	NSA53MA and NSA56MA to NSB Glasgow	Retain 2 years in office	NSA54MA at end of C.A. week despatch to NSB Glasgow	29
National Savings Bank	Office Daily	NSA53MA and NSA56MA to NSB Glasgow	Retention optional	NSA54MA at end of C.A. week despatch to NSB Glasgow	31
Cashing Other Banks Cheques (all offices except N.Ireland)	Counter Daily	BCV to processing centre	Retain 2 years in office	Do not rem out these cheques	32

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Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Cashing Other Banks Cheques (N.Ireland)	Counter Daily	P884MA and P3888 Selected offices: send to Bank of Ireland Other offices: send to Distribution Centre	Retain 2 years in office	Rem out these cheques	33
Transfers	System receipt	N/A	Retain 2 years in office	System receipt is produced once the transfer is completed	35
Remittances	System receipt	N/A	Retain 2 years in office	System receipt is produced once the remittance is completed	36

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Section 2: Weekly Reports

Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Cash Flow	Office Weekly	P4105 or ONCH1 To Local Cash Management team	Destroy	Can be used for the completion of P4105 or ONCH1 form at the end of the week	42
Counter Revenue	Office Weekly	N/A	To Chesterfield	This is mandatory for branch offices only	43
DVLA V10	Counter Weekly	V594 & V570 to DVLA Swansea	Can be destroyed	Complete and despatch at the end of week	44
DVLA V11	Counter Weekly	V595 & V570 to DVLA Swansea	Can be destroyed	Complete and despatch at the end of week	45
Green Giros	Counter Weekly	ID docket to Girobank	To Girobank	Complete and despatch at the end of week	47
Green Giros	Office Weekly	N/A	Destroy	Can be used to obtain Giro Milk Tokens issued	47
Pension & Allowances	Counter Weekly	N/A	Counter Weekly Reports to Lisahally	Despatch at the end of week	49
Pension & Allowances	Office Weekly	N/A	P2311MA to Chesterfield	Make sure Counter Weekly report bundles agree with report	50
Pension & Allowances	Office Weekly	N/A	P2311MA(b) to Lisahally		50
Pension & Allowances summary	Office Weekly	N/A	Summary to Lisahally		50
Milk Tokens	Manual	To Lisahally	N/A	Complete and despatch at the end of week	52
Redeemed Stamps Weekly	Office Weekly	N/A(BO only need to complete the reverse of P3731MA)	To Chesterfield	Ensure that envelope totals have been entered manually and despatch at the end of week	54
Postal Orders Paid	Counter Weekly	P492 or P490 & P2037 to Chesterfield	Destroy	Complete and despatch at the end of week	56
Suspense Account	Office Weekly	N/A	Retain for 2 years in office		60
Transfer Reconciliation	Office Weekly	N/A	Destroy		61
Remittance Summary	Counter Weekly	N/A	Destroy		62
Miscellaneous Transactions	Counter Weekly	N/A	Destroy		62

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Section 3: Balancing and Suspense Account

Activities which can be done before close of business on Balance Day

- Complete Counter Daily Reports - see Section 1: Daily Reports
- Summarise large volume products during balance day such as pensions and allowances, green giros etc.
- Prepare despatch forms and envelopes

Step by step:

1. Complete Counter Daily Reports (of transactions taken after cut-off)
2. Complete Counter Weekly Reports – see Section 2: Weekly Reports
3. Post figures to the Suspense Account
4. Record non-accounting data (Table 10g) and parcel traffic (Table 12)
5. Produce stock unit Balance Snapshot and carefully check figures
6. Declare Non-value stock
7. Declare Stamps
8. Adjust Stock
9. Declare Cash
10. View discrepancies
11. Ensure shared stock unit users are logged off
12. Produce Trial Balance report
13. Roll stock units over into next CAP or Balance Period – apart from 'Out of Hours' (OOH) stock unit
14. Print office snapshot report – optional
15. Print all mandatory Office Weekly reports – see Section 2: Weekly Reports
16. Complete all other outstanding manual Summaries
17. Confirm Non-value stock Declaration
18. Balance and rollover OOH stock unit
19. Produce Trial Cash Account report
20. Errors found after Stock Unit(s) Rollover
21. Produce final Cash Account
22. Check office rollover into next CAP
23. Despatch Cash Account and Summaries
24. Extending the Cash Account period

Other end of week activites

- Print an OBCS Stoplist

Do not make manual amendments to the Cash Account as Chesterfield receive an electronic version

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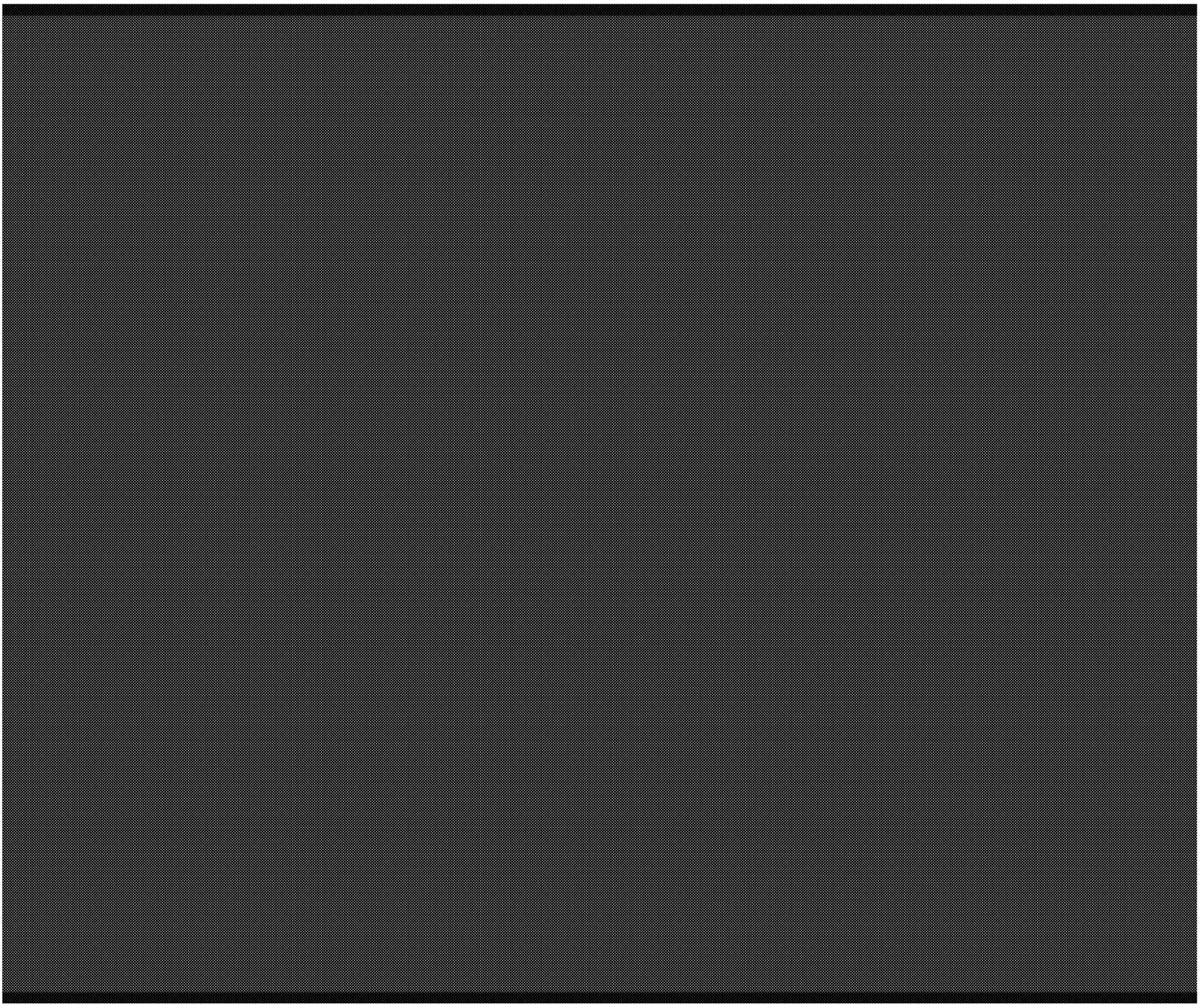

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